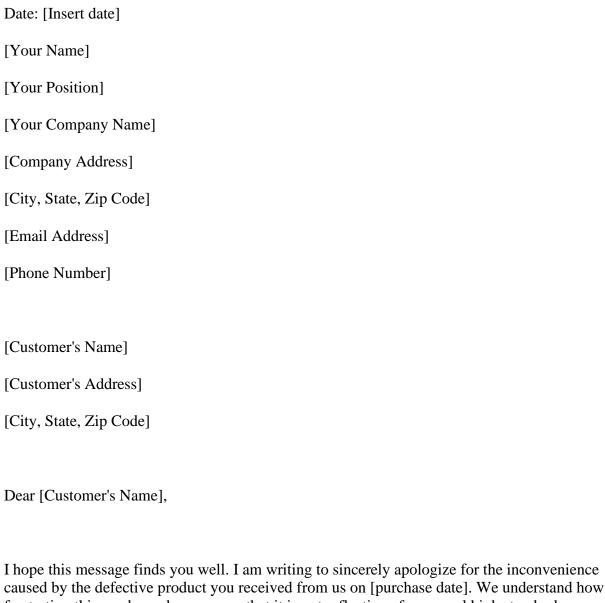
Formal Apology for Defective Product



frustrating this can be and assure you that it is not reflective of our usual high standards.

To rectify this situation, we would like to offer you a full refund or a replacement of the product, according to your preference. We truly value your satisfaction and are committed to resolving this matter promptly.

Please contact us at your earliest convenience so we can assist you further. Thank you for your understanding and patience regarding this issue. We appreciate your business and hope to serve you better in the future.
Sincerely,
[Your Name]
[Your Position]
[Your Company Name]