

# Formal Apology for Defective Product

Date: [Insert date]

[Your Name]

[Your Position]

[Your Company Name]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience caused by the defective product you received from us on [purchase date]. We understand how 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]