

Letter of Regret for Defective Product

Date: [Insert Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

We hope this message finds you well. We are writing to express our sincere regret regarding the issue you experienced with the defective product you purchased from us, [Product Name], on [Purchase Date].

We understand how disappointing it can be to receive a product that does not meet your expectations. Please rest assured that this is not a reflection of our standard quality, and we are taking immediate steps to address this matter.

To resolve this issue, we have initiated the following actions:

- Full refund for the defective product.
- Replacement product at no additional cost.
- Discount on your next purchase as a token of our apology.

Please let us know which option you prefer, and we will facilitate it promptly. Your satisfaction is important to us, and we appreciate your understanding and patience as we rectify this situation.

Thank you for bringing this matter to our attention. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[Contact Information]