

# Apology for Product Defect

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience you experienced with our product, [Product Name], which unfortunately did not meet the quality standards we aim to uphold.

We understand that receiving a defective item can be frustrating, and we are truly sorry for any trouble this may have caused you. At [Your Company Name], we take pride in our products, and it is disheartening to learn that we fell short in this instance.

To make amends, we would like to offer you a full refund/replacement for the defective product. Please contact our customer service at [Customer Service Phone Number] or reply to this email, and we will ensure that your issue is resolved promptly.

Thank you for your understanding and for giving us the opportunity to rectify the situation. We value your business and hope to regain your trust.

Warm regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]