

Return Guidelines for Faulty Product

Dear [Customer's Name],

Thank you for reaching out to us regarding the issue with your recent purchase, [Product Name/Order Number]. We are committed to ensuring your satisfaction and appreciate the opportunity to assist you.

Return Guidelines

1. Please ensure the product is securely packaged in its original packaging.
2. Include a copy of your receipt or proof of purchase.
3. Attach a note describing the fault with the product.
4. Ship the product back to the following address:

[Company Name]

[Company Address]

Important Notes

- We recommend using a traceable shipping method.
- Return shipping costs are the responsibility of the customer unless otherwise stated.
- Once we receive the product, we will process your return and notify you via email.

If you have any questions, please do not hesitate to contact our customer service team at [Customer Service Email] or [Customer Service Phone Number].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]