Return Instructions for Defective Product

Dear [Customer Name],

We are sorry to hear that you received a defective product. To ensure a smooth return process, please follow the instructions below:

Return Steps:

1. Contact our customer service at [Customer Service Phone Number] or [Customer Service Email] to initiate the return process.
2. Provide your order number and a brief description of the defect.
3. Once your return request is approved, you will receive a return authorization number (RAN).
4. Pack the defective product securely in its original packaging, including all accessories and documentation.
5. Write the return authorization number on the outside of the package.
6. Ship the package to the following address:
   [Return Address]
7. Keep the tracking number for your records until the return is processed.

Important Information:

- Returns must be initiated within [X days] of receiving the product.
- We recommend using a traceable shipping method to ensure the product arrives safely.
- Refunds or exchanges will be processed within [X days] after receiving the returned item.

If you have any further questions, feel free to reach out to us at [Customer Service Contact Information].

Thank you for your understanding and cooperation.

Sincerely,
[Your Company Name]
[Your Company Contact Information]