

# Return Procedure for Defective Items

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Email: [Insert Customer Email]

Order Number: [Insert Order Number]

**Dear [Customer Name],**

Thank you for reaching out regarding your defective item. We apologize for the inconvenience caused and we are here to assist you with the return process.

## **Return Procedure:**

1. Contact our customer service at [Insert Customer Service Phone Number] or email us at [Insert Customer Service Email].
2. Provide your order number and a brief description of the defect.
3. Once your return is approved, you will receive a return authorization number (RAN) via email.
4. Carefully package the defective item along with a copy of your receipt and the return authorization number.
5. Ship the package to the address provided in the return authorization email.
6. Upon receipt of the item, we will process your replacement/refund within [Insert Time Frame].

If you have any questions about the return process, please do not hesitate to contact us. We appreciate your understanding and look forward to resolving this matter promptly.

**Sincerely,**

[Your Company Name]

[Your Company Phone Number]

[Your Company Email]