

Issue Notification for Defective Return

Dear [Recipient's Name],

We hope this message finds you well. We are writing to inform you that we have received your request regarding the return of the defective item, [Product Name], which you purchased on [Purchase Date]. After reviewing your inquiry, we acknowledge the issues you have experienced.

To proceed with the return process, please follow the instructions below:

- Ensure the item is securely packaged.
- Include a copy of your original receipt.
- Send the item to the following address: [Return Address]

Once we receive the returned item, we will process your refund or exchange within [Time Frame]. If you have any further questions or concerns, please feel free to contact our customer service team at [Customer Service Email] or [Customer Service Phone Number].

Thank you for your understanding and cooperation.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]