

# Return Procedure for Defective Goods

Date: **[Insert Date]**

To: **[Customer Name]**

Address: **[Customer Address]**

Dear **[Customer Name]**,

We are sorry to hear that you received defective goods from your recent order. To ensure a smooth return process, please follow the steps outlined below:

1. **Contact Us:** Reach out to our customer service at **[Customer Service Phone Number]** or **[Customer Service Email]** to report the defective item.
2. **Provide Details:** Provide your order number, a description of the defect, and any relevant photos via email.
3. **Return Authorization:** Once your return is approved, you will receive a Return Authorization (RA) number and further instructions.
4. **Prepare the Package:** Carefully pack the defective item and include all original packaging, accessories, and a copy of your RA number.
5. **Ship the Package:** Send the package to the return address provided in the RA instructions. Please obtain a tracking number for your shipment.

Upon receipt and inspection of the defective goods, we will process your refund or exchange as per your preference.

Thank you for your understanding and cooperation. If you have any questions, feel free to reach out.

Sincerely,

**[Your Name]**

**[Your Position]**

**[Company Name]**

**[Company Contact Information]**