

# Important Safety Notice

Date: [Insert Date]

To: [Customer's Name]

From: [Your Company's Name]

Subject: Safety Issue Communication Regarding [Product Name]

Dear [Customer's Name],

We are reaching out to inform you about an important safety issue concerning our product, [Product Name], purchased on [Purchase Date]. Our commitment to providing safe and reliable products is our top priority, and we want to ensure you are adequately informed.

**Issue Description:** [Briefly describe the safety issue, including the potential risks and any incidents reported.]

As a precautionary measure, we recommend the following actions:

- Stop using the product immediately.
- Follow the return instructions provided below.
- Contact our Customer Service for further assistance at [Customer Service Phone Number] or [Customer Service Email].

**Return Instructions:** [Provide detailed instructions on how customers can return the product and/or apply for a refund/exchange.]

We sincerely apologize for any inconvenience this may have caused and appreciate your understanding and cooperation. Your safety is our utmost concern.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company's Name]

[Company Contact Information]