

# **Subject: Follow-Up on Defective Shipment Resolution**

Dear [Recipient's Name],

I hope this message finds you well. I am writing to follow up on our previous communication regarding the defective shipment we received on [date of shipment]. As we discussed, the items in question were [brief description of the defective items].

We appreciate your initial response and the actions you proposed, including [mention any agreed-upon resolution steps]. However, we have not yet received confirmation regarding the status of the replacement or repair process.

Could you please provide an update on the timeline for resolution? We want to ensure that we can continue to serve our customers without further interruption.

Thank you for your attention to this matter. We look forward to your prompt response.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]