

# Product Defect Acknowledgment

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

Thank you for reaching out to us regarding the defect you discovered in the [Product Name/Model]. We appreciate your feedback and want to sincerely apologize for any inconvenience this may have caused.

We have reviewed your claim and acknowledge that the product does not meet our quality standards. To address this issue, we will [explain the next steps - e.g., replacement, repair, refund]. Please allow [time frame] for us to complete this process.

If you have any further questions or concerns, please do not hesitate to contact us at [Contact Information]. We value your satisfaction and thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]