

# Notification of Defective Product Received

Date: [Insert Date]

To: [Recipient Name]

[Recipient Address]

[City, State, Zip Code]

Dear [Recipient Name],

We are writing to inform you that we have received the product you recently returned, with reference number [Insert Reference Number]. Upon inspection, we have determined that the item is defective.

We apologize for any inconvenience this may have caused. To resolve this issue, we would like to offer you the following options:

- Replacement of the defective product
- Full refund of the purchase price

Please let us know your preference by contacting us at [Insert Contact Information] within [Insert Time Frame]. We appreciate your understanding and look forward to resolving this matter quickly.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]