

Letter of Remorse for Product Malfunction

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We hope this message finds you well. We are writing to express our sincere apologies regarding the recent malfunction of [Product Name] that you purchased from us on [Purchase Date].

We understand how disappointing it can be when a product does not perform as expected, and we want to assure you that this incident does not reflect our commitment to quality and customer satisfaction.

To rectify this situation, we would like to offer you [mention any compensation, replacement, or refund]. Please return the defective product to us at your earliest convenience, and we will expedite the process to ensure you receive the resolution you deserve.

Once again, we deeply regret any inconvenience this has caused you. Your trust is invaluable to us, and we are committed to making this right. Please feel free to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email] if you have any further questions or concerns.

Thank you for your understanding and patience.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Address]