

Letter of Regret for Delivering Faulty Merchandise

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to express our sincerest regret regarding the recent delivery of the merchandise you ordered from us, which unfortunately did not meet our quality standards.

We understand the inconvenience this has caused you, and we assure you that this is not reflective of our commitment to providing high-quality products. After reviewing your order, we acknowledge that the item(s) delivered were faulty and did not function as expected.

Please accept our apologies for this oversight. We would like to offer you a full refund or a replacement for the faulty merchandise. Your satisfaction is important to us, and we want to rectify this situation as quickly as possible.

To proceed, please let us know your preference regarding the refund or replacement, and we will expedite the process accordingly.

Thank you for your understanding and patience. We appreciate your business and hope to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]