

Apology for Defective Product

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience you experienced with the [Product Name]. We take great pride in the quality of our products, and I am truly sorry that we did not meet your expectations this time.

We appreciate your feedback as it helps us improve our services and products. Please know that we are currently investigating the issue to ensure it does not happen in the future.

As a gesture of goodwill, we would like to offer you a full refund or a replacement product at no additional cost. Please let us know which option you prefer, and we will process it immediately.

Thank you for your understanding and support. We value you as a customer and look forward to the opportunity to resolve this matter to your satisfaction.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]