

Product Defect Notification

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

[City, State, Zip]

Dear [Customer Name],

We are writing to inform you about a defect identified in our product, [Product Name], which you purchased on [Purchase Date]. Our records indicate that the product is under warranty until [Warranty Expiration Date].

The defect has been identified, and we recommend that you refrain from using the product for your safety. We are committed to providing quality products and regret any inconvenience this may cause.

To resolve this issue, we are offering the following options:

- Replacement of the defective product
- Full refund of the purchase price
- Repair of the product at no cost

Please contact our customer service at [Customer Service Phone Number] or [Customer Service Email] by [Response Deadline] to let us know your preference.

We appreciate your understanding and look forward to resolving this matter swiftly.

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]