

# Product Issue Resolution Letter

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

[City, State, Zip Code]

## **Subject: Resolution of Your Product Issue**

Dear [Customer's Name],

Thank you for contacting us regarding the issue with your [Product Name]. We sincerely apologize for any inconvenience this may have caused you.

After reviewing your concern, we have determined that [brief description of the issue and diagnosis]. To resolve this matter, we will [describe the resolution, e.g., replace the product, offer a refund, provide a repair service, etc.].

We appreciate your patience as we work through this solution. Please allow us [insert timeframe] to complete this resolution. If you have further questions or require additional assistance, feel free to contact us at [insert contact information].

Thank you for your understanding and for being a valued customer.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]