

Defective Merchandise Alert

Date: [Insert Date]

To: [Insert Recipient's Name]

From: [Your Company Name]

Subject: Defective Merchandise Notification

Dear [Recipient's Name],

We are writing to inform you about a recent issue concerning merchandise that was delivered to you on [Insert Delivery Date]. It has come to our attention that the following items have been reported as defective:

- Item Name/Description: [Insert Item 1]
- Item Name/Description: [Insert Item 2]
- Item Name/Description: [Insert Item 3]

We sincerely apologize for any inconvenience this may have caused. Please take the following steps to resolve this issue:

1. Review the items for any defects.
2. Contact our customer service at [Insert Phone Number] or [Insert Email Address] for further assistance.
3. Return the defective items to us using the provided return label.

Thank you for your understanding and cooperation. We value your business and are committed to resolving this matter promptly.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]