

Acknowledgment of Defective Product Exchange

Date: [Insert Date]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out to us regarding the defective product you received. We appreciate your patience as we address your concern.

This letter serves to acknowledge the receipt of your request for an exchange of the defective product: [Product Name/Description]. We have reviewed your claim and found it valid.

Your exchange will be processed within [insert timeframe], and you will receive a new product in the same category. Please ensure that you return the defective item by following the instructions provided with this letter.

We apologize for the inconvenience this may have caused and appreciate your understanding in this matter. If you have any further questions, feel free to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your continued trust in our products.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]