

# Product Swap Assurance Letter

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient Name]

[Recipient Position]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally address the issue regarding the defective product I purchased from your company on [Purchase Date], Invoice #[Invoice Number]. As per our previous discussions, I would like to confirm the arrangement for a product swap.

We acknowledge the defect in the item and appreciate your prompt attention to this matter. We are assured that the replacement product will meet the expected quality standards that your company is known for.

Please let us know the next steps for the exchange process. We look forward to your prompt action in resolving this issue and appreciate your commitment to customer satisfaction.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]