

Confirmation of Faulty Item Replacement

Dear [Customer Name],

Thank you for reaching out to us regarding the faulty item you purchased on [Purchase Date]. We apologize for the inconvenience this has caused.

We would like to confirm that we have processed your request for a replacement. Your new item will be shipped to the following address:

[Customer Address]

You can expect to receive your replacement item within [Estimated Delivery Time]. Once again, we appreciate your understanding and patience in this matter.

If you have any further questions, please do not hesitate to contact us at [Contact Information].

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]