

Product Replacement Confirmation

Date: [Insert Date]

Dear [Customer's Name],

We are writing to confirm that we have received your request for a replacement due to a defect in the product [Product Name/Model].

We sincerely apologize for the inconvenience this has caused you. We value your satisfaction and are committed to resolving this issue promptly.

Your replacement product will be shipped to the following address:

[Customer's Address]

Expected delivery date: [Insert Delivery Date]

Thank you for your patience and understanding. Should 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]