

Response to Your Replacement Request

Dear [Customer's Name],

Thank you for reaching out to us regarding the defect you experienced with your [Product Name]. We sincerely apologize for any inconvenience this may have caused.

We appreciate your detailed description of the issue, and after reviewing your request, we are happy to inform you that we will replace your product at no additional cost.

Please follow the instructions below to proceed with the replacement:

- Return the defective product to our address: [Return Address]
- Include a copy of your purchase receipt.
- Once we receive the returned product, a new replacement will be shipped to you within [Time Frame].

If you have any questions or need further assistance, feel free to contact us at [Customer Service Contact Information].

Thank you for your understanding and support.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]