

Letter of Explanation for Manufacturing Fault

Date: [Insert Date]

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Dear [Recipient's Name],

We are writing to inform you about a manufacturing fault that has been identified in our product, [Product Name], batch number [Batch Number]. This issue has resulted in [brief description of the fault and its impact].

Upon investigation, we have determined that the fault was caused by [brief explanation of the cause]. We understand the inconvenience this may cause and are committed to resolving the issue promptly.

As a resolution, we will [describe actions being taken, such as offering replacement, repair, refund, etc.]. We assure you that we are taking this matter seriously and are implementing measures to prevent such occurrences in the future.

We apologize for any inconvenience this may have caused and appreciate your understanding and support.

Please feel free to contact us at [Contact Information] for any further questions or concerns.

Sincerely,

[Your Name]

[Your Position]

[Company Name]