

Return Authorization for Faulty Merchandise

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

[City, State, ZIP]

Email: [Customer Email]

Order Number: [Insert Order Number]

Product: [Insert Product Name]

Dear [Customer Name],

We have received your request for a return authorization regarding the faulty merchandise you received. We apologize for any inconvenience this may have caused.

Please find your Return Authorization Number: [Insert RA Number]. Use this number for returning the product.

Instructions for Return:

- Package the item securely using the original packaging if possible.
- Include a copy of this letter in the package.
- Address the package to the following address:

[Your Company's Return Address]

- Ship the package within [insert timeframe] to ensure proper processing.

Upon receipt of the returned item, we will process your refund or replacement as per your request.

If you have any further questions, please feel free to contact us at [Insert Contact Number] or [Insert Email Address].

Thank you for your understanding and patience.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company's Contact Information]