

# Return Procedure for Defective Purchases

Date: **[Insert Date]**

Customer Name: **[Insert Customer Name]**

Address: **[Insert Customer Address]**

Email: **[Insert Customer Email]**

Order Number: **[Insert Order Number]**

**Dear [Insert Customer Name],**

Thank you for reaching out to us regarding the defective item you purchased. We apologize for any inconvenience this may have caused. Below are the steps for returning the defective item:

1. Please ensure the item is securely packaged to prevent any further damage during transit.
2. Include a copy of your original receipt and a brief explanation of the defect.
3. Ship the item to the following address:

**[Insert Return Address]**

4. Once we receive the item, our team will inspect it and process your return within **[Insert Processing Time]**.

If you have any questions or concerns regarding this process, please do not hesitate to contact our customer service team at **[Insert Customer Service Phone Number]** or **[Insert Customer Service Email]**.

Thank you for your understanding.

Sincerely,

**[Insert Your Name]**

**[Insert Your Position]**

**[Insert Company Name]**

**[Insert Company Contact Information]**