

Letter of Accountability for Merchandise Fault

Date: [Insert Date]

To: [Recipient Name]

[Recipient Address]

[City, State, ZIP Code]

Dear [Recipient Name],

I am writing to formally address the issue regarding the merchandise fault associated with [Product Name/Description]. After reviewing the circumstances surrounding this matter, I acknowledge our accountability in this situation.

Details of the issue:

- Product Name: [Insert Product Name]
- Order Number: [Insert Order Number]
- Date of Purchase: [Insert Purchase Date]
- Nature of Fault: [Briefly Describe the Fault]

We take this matter seriously and have initiated steps to resolve the fault. [Briefly outline steps taken, such as refund, replacement, etc.].

We value your business and appreciate your understanding as we work through this issue. If you have any further questions or concerns, please feel free to reach out to me directly at [Your Contact Information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Address]

[City, State, ZIP Code]

[Your Contact Information]