

Admission of Product Failure

Date: [Insert Date]

To,

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

We hope this message finds you well. We are writing to address your recent concerns regarding the [Product Name], which you purchased on [Purchase Date].

After a thorough investigation, we regret to inform you that the product has indeed experienced a failure due to [brief explanation of the failure]. We understand the inconvenience this may have caused you and sincerely apologize for any disruption in your experience with our product.

As part of our commitment to customer satisfaction, we would like to offer you [details of compensation, warranty, or replacement]. Please let us know how you would prefer to proceed, and we will ensure it is handled promptly.

Thank you for bringing this matter to our attention. We value your feedback and strive to improve our products continually. Should you have any further questions or require additional assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[City, State, Zip Code]