

Letter of Contrition for Defective Goods

Date: [Insert Date]

To,

[Recipient Name]
[Company Name]
[Address Line 1]
[Address Line 2]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to express my sincerest apologies regarding the defective goods I received from your company on [Insert Date of Receipt].

Upon inspection, I noticed that the [Insert Product Name/Description] was not functioning as expected and did not meet the quality standards that your company is known for. I understand that this may have been an isolated incident, but I felt it important to bring it to your attention.

I appreciate your commitment to customer satisfaction, and I kindly request a replacement or a refund for the defective item. Please let me know the next steps I should take to resolve this issue.

Thank you for your understanding and assistance in this matter. I look forward to your prompt response.

Sincerely,

[Your Name]
[Your Address]
[City, State, Zip Code]
[Your Phone Number]
[Your Email Address]