

Apology Letter for Defective Product

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

I am writing to sincerely apologize for the inconvenience caused by the defect in your recent purchase of [Product Name]. We understand how disappointing it can be to receive a product that does not meet your expectations, and we are truly sorry for any trouble this has caused you.

At [Your Company Name], we take product quality very seriously, and we are currently conducting a thorough investigation to ensure that this issue does not occur again in the future. We value your feedback and would like to make it right.

Please accept our offer to [replace the item/refund/other resolution] as a gesture of our commitment to customer satisfaction. We appreciate your understanding and patience in this matter.

Thank you for giving us the opportunity to address your concerns. If you have any further questions or require assistance, please do not hesitate to contact us at [Your Contact Information].

Once again, we apologize for the inconvenience and appreciate your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]