

Product Recall Advisory

Date: [Insert Date]

Dear [Customer Name],

We are writing to inform you about a product defect concerning [Product Name] that you purchased on [Purchase Date]. It has come to our attention that certain units of this product may pose a safety risk due to [describe the defect].

To ensure your safety and the safety of others, we are initiating a recall of the affected units. We kindly ask you to stop using the product immediately and return it to us for a full refund or replacement.

Please follow these steps to return your product:

1. Visit our website at [Website URL] for more information.
2. Contact our customer service at [Customer Service Phone Number] to obtain a return authorization.
3. Fill out the return form and package the product securely.

We apologize for any inconvenience this may cause and appreciate your understanding as we work to resolve this issue. Your safety is our top priority.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]