

Product Exchange Notification

Dear [Customer's Name],

We hope this message finds you well. We regret to inform you that the product you received, [Product Name], is unfortunately damaged.

To ensure your satisfaction, we would like to initiate a product exchange. Please follow the instructions below:

1. Return the damaged product to our address: [Return Address].
2. Include a copy of your receipt or proof of purchase.
3. A new product will be dispatched to you as soon as we receive the damaged item.

We sincerely apologize for the inconvenience this may have caused. If you have any questions, please do not hesitate to contact us at [Customer Service Email] or call us at [Customer Service Phone Number].

Thank you for your understanding.

Sincerely,
[Your Company Name]