

Return Procedure for Defective Merchandise

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We are sorry to hear that you have received defective merchandise. We strive to provide our customers with quality products and we appreciate your understanding in this matter.

To initiate the return process, please follow the steps below:

1. Contact our Customer Service at [Customer Service Phone Number] or [Customer Service Email] to inform us about the defect.
2. Provide details including the order number, item description, and photos of the defective product.
3. Once your return request is approved, we will send you a prepaid shipping label.
4. Pack the defective item securely in its original packaging, including all accessories and documentation.
5. Attach the shipping label and drop off the package at your nearest [Courier Service Name] location.

Upon receiving the returned item, our team will inspect it and process the refund or replacement as per your request.

Thank you for your cooperation. If you have any questions, please do not hesitate to contact us.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Phone Number]

[Company Email]