

# Notification of Product Defect

Date: [Insert Date]

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you about a recent issue that has been identified with the [Product Name] that you purchased on [Purchase Date].

It has come to our attention that this product may have a defect that could affect its performance. Your safety and satisfaction are our top priorities, and we would like to take immediate action to resolve this issue.

We kindly ask you to refrain from using the product until we provide further guidance. Please return the defective product to us, and we will arrange for a replacement or a full refund.

To initiate this process, please contact our customer service team at [Customer Service Phone Number] or [Customer Service Email]. We apologize for any inconvenience this may cause and appreciate your understanding as we work to correct this matter.

Thank you for your prompt attention to this issue. We value your business and look forward to assisting you.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]