

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Recipient Address]

[City, State, Zip Code]

Dear [Recipient Name],

We are writing to formally acknowledge the issue you have experienced with our [Product Name]. We sincerely apologize for any inconvenience this may have caused you.

Upon reviewing your case, we understand that the product did not meet the quality standards we promise to our customers. We take such matters very seriously and appreciate you bringing this to our attention.

As a gesture of goodwill, we would like to offer you [replacement/refund/discount], and we are committed to ensuring that this situation is resolved to your satisfaction.

Thank you for your understanding and support. If you have any further questions or concerns, please do not hesitate to reach out to us at [Contact Information].

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]