

Letter of Apology for Defective Merchandise

Date: [Insert Date]

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[City, State, Zip Code]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

I am writing to sincerely apologize for the defective merchandise you received from us on [insert date]. We are committed to maintaining high-quality standards and it is clear that we fell short in this instance.

Please rest assured that we take this matter seriously and are taking the necessary steps to investigate this issue. We would like to offer you a full refund or a replacement for the defective product.

Thank you for bringing this to our attention, and we hope to resolve this matter to your satisfaction. If you have any further concerns, please do not hesitate to contact me directly at [your phone number] or [your email address].

Once again, I apologize for any inconvenience this may have caused you and appreciate your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]