

Apology for Defective Merchandise

[Your Name]

[Your Position]

[Your Company]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Recipient Address]

[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to express our sincerest apologies for the inconvenience you experienced with the defective merchandise from our company. We understand how frustrating this situation can be, and we are genuinely sorry for any trouble it may have caused.

At [Your Company], we take pride in the quality of our products and your satisfaction is our priority. We are currently investigating the cause of this issue to ensure it does not happen again in the future.

As a gesture of goodwill, we would like to offer you [describe any compensation, e.g., a full refund, replacement, discount, etc.]. Please let us know how you would like to proceed, and we will make the arrangement promptly.

Thank you for your understanding and support. We value your business and are committed to making this right.

Sincerely,

[Your Name]

[Your Position]

[Your Company]