

Apology for Defective Item

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience you have experienced with the defective item you received from us, order number [Order Number].

We take great pride in the quality of our products, and it is always our goal to ensure complete satisfaction with every purchase. Unfortunately, in this instance, we fell short of that standard. Please know that we are taking this matter very seriously and have initiated an investigation to prevent a recurrence.

To resolve this issue, we would like to offer you a full refund or a replacement item of your choice. Please let us know your preference, and we will expedite the process to ensure timely resolution.

Thank you for your understanding and patience. We value your business and hope to serve you better in the future.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]