

Letter of Remorse for Faulty Merchandise

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my sincere remorse regarding a recent issue with a product I purchased from your store on [Purchase Date]. Unfortunately, the [Product Name] I received was faulty and did not meet my expectations.

I understand that product quality is of utmost importance to your company, and I regret any inconvenience this situation may have caused. I have always appreciated your brand, and it is disappointing to encounter this issue.

I would appreciate it if you could guide me on how to proceed with returning the defective merchandise and receiving a replacement or refund. I value the quality of your products and hope this isolated incident can be resolved swiftly.

Thank you for your attention to this matter. I look forward to your prompt response.

Warm regards,

[Your Name]