

# Letter of Acknowledgment for Defective Merchandise

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally acknowledge the receipt of the defective merchandise I received on [Insert Date of Receipt]. The item in question is [Insert Description of the Merchandise, e.g., a model number or product name].

Upon inspection, I found that the item was [describe the defect, e.g., damaged, not functioning properly, etc.]. I have attached photographs for your reference.

According to our agreement, I would like to request a replacement/refund for the defective item. Please let me know how to proceed with the return and what steps I need to take next.

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

Sincerely,

[Your Name]