

Admission of Poor-Quality Item Issue

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

Dear [Recipient's Name],

We acknowledge the receipt of your complaint regarding the poor-quality item you received from us on [Insert Date of Purchase]. We understand how disappointing this situation can be.

After a thorough review of your case, we admit that the item did not meet our quality standards. We sincerely apologize for any inconvenience this has caused you.

To resolve this issue, we would like to offer you [state the compensation or solution, e.g., a full refund, replacement, etc.]. Please confirm your preference so we can proceed accordingly.

Thank you for bringing this matter to our attention. Your satisfaction is important to us, and we are committed to ensuring a positive experience for our customers.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]