

# Apology for Defective Product

Dear [Customer's Name],

We sincerely apologize for the inconvenience caused due to the defective product you received. At [Company Name], we strive to ensure the highest quality of our products, and we regret that we fell short in this instance.

Please know that we take your feedback seriously and are taking steps to address this issue. We would like to offer you a full refund or a replacement product, whichever you prefer.

To proceed, please let us know your choice, and we will arrange it as quickly as possible.

Thank you for your understanding and patience in this matter. We value your business and aim to resolve this issue promptly.

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