

Apology for Defective Product

Dear [Customer's Name],

We sincerely apologize for the inconvenience caused by the defective product you received from us. At [Company Name], we strive to provide high-quality products and exceptional service, and we are very sorry that we did not meet those standards in your case.

We understand how disappointing it can be to receive a product that does not perform as expected. Please know that your satisfaction is very important to us, and we are taking immediate steps to address this issue.

To rectify the situation, we would like to offer you [a full refund/replacement product] as a token of our commitment to customer satisfaction. Please let us know how you would like to proceed, and we will do our best to accommodate your request.

Again, we apologize for the inconvenience and thank you for your understanding. We value your business and are committed to ensuring your complete satisfaction.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]