

Date: [Insert Date]

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We hope this message finds you well. We are writing to express our sincerest apologies for the inconvenience you have experienced with your [Product Name]. We take issues like these very seriously and are committed to resolving them promptly.

To address the defect you encountered, we would like to offer you [describe resolution, e.g., a full refund, a replacement product, etc.]. We believe this will help restore your confidence in our products and services.

We appreciate your understanding and patience in this matter. Please let us know the best way to proceed, and feel free to reach out if you have any further questions or concerns.

Thank you for being a valued customer. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]