

Dear [Customer's Name],

We hope this message finds you well. We are writing to express our sincere regret regarding the recent order you received from us, specifically the [description of the faulty item].

We understand how disappointing it can be to receive an item that does not meet your expectations, and we take full responsibility for this oversight. Please accept our heartfelt apologies for any inconvenience this may have caused.

We are committed to ensuring customer satisfaction, and as such, we would like to offer you the following resolution: [details of how you will resolve the issue, e.g., replacement, refund, etc.]. Please let us know how you would like to proceed, and we will make the necessary arrangements promptly.

Thank you for your understanding and patience in this matter. We value your business and are dedicated to restoring your confidence in our products and services.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]