

# After-Sales Service Issue Resolution

Dear [Customer's Name],

Thank you for reaching out to us regarding the issue you encountered with your [Product Name]. We sincerely apologize for any inconvenience this may have caused and appreciate your patience as we work to resolve your concern.

After reviewing your case, we have determined that [describe the resolution, e.g., a replacement, repair, refund]. We believe this will address the issue effectively.

To proceed with this resolution, please [provide instructions on next steps, e.g., return the product, provide additional information]. Once we receive the necessary information, we will initiate the [replacement/refund/repair process] promptly.

We are committed to ensuring your satisfaction with our products and services. If you have any questions or require further assistance, please do not hesitate to contact our customer support team at [support email/phone number].

Thank you for your understanding.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]