

Important Recall Notification

Date: [Insert Date]

Dear [Customer's Name],

We are contacting you to inform you of a safety issue that has been identified with the product you purchased from us: [**Product Name**] (Model: [Model Number], Serial Number: [Serial Number]).

We have determined that this product may pose a hazard due to [**Brief Description of the Defect**]. Your safety is our top priority, and we are taking this matter seriously.

Please do not use the affected product. To assist you, we have outlined the return process below:

Return Instructions:

1. Visit our website at [Company Website] to print a prepaid return shipping label.
2. Carefully package the product in its original packaging, if possible.
3. Affix the prepaid shipping label to the package.
4. Drop off the package at your nearest shipping location.

Once we receive the returned product, we will issue a full refund or replacement based on your preference.

If you have any questions or require further assistance, please contact our customer service team at [Customer Service Phone Number] or via email at [Customer Service Email].

We apologize for any inconvenience this may cause and appreciate your cooperation in ensuring your safety and the safety of others.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]