

Important Product Recall Notification

Date: [Insert Date]

Dear [Customer's Name],

We are writing to inform you about a recall of the [Product Name/Model] that you purchased on [Purchase Date] due to a product defect that may affect its performance and safety.

As part of our commitment to customer satisfaction and safety, we are offering an immediate replacement/refund for the affected products. To ensure a smooth process, please follow the steps outlined below:

1. Visit our website at [Website URL] to verify your product details.
2. Complete the recall form available on our site.
3. Submit the completed form along with a copy of your purchase receipt.

For any further assistance, you can contact our customer service at [Customer Service Phone Number] or via email at [Customer Service Email].

We sincerely apologize for any inconvenience this may cause and appreciate your cooperation in this matter.

Thank you for choosing [Company Name].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[Company Phone Number]