

Product Recall Response

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding the recent product recall. We understand the concerns that come with this situation, and we appreciate your understanding and patience.

As you may be aware, we issued a recall for [Product Name] due to [reason for recall]. Your safety and satisfaction are our top priorities, and we are committed to addressing your concerns.

If you have purchased the recalled product, we recommend that you [instructions on what to do with the product, e.g., stop using it, return it, etc.]. You can return it to [return location/website] for a full refund or exchange.

For further assistance, please do not hesitate to contact our customer service team at [customer service phone number] or [customer service email]. We are here to help you.

Thank you for your understanding and cooperation.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]