

# Product Recall Response

Date: [Insert Date]

Dear [Customer's Name],

Thank you for contacting us regarding your inquiry about our recent product recall. We appreciate your understanding and your commitment to safety.

We want to assure you that your safety and satisfaction are our top priorities. Our records indicate that you purchased [Product Name] with the Batch Number [Batch Number] on [Purchase Date]. As part of our recall process, we advise customers to stop using the product immediately.

If you have any of the affected product, please follow these steps:

- Stop using the product.
- Return the product to the place of purchase for a full refund.

Should you have any further questions or need assistance, please do not hesitate to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your cooperation and understanding in this matter.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Company Contact Information]