

# Product Return Policy for Defective Merchandise

[Your Company Name]

[Company Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent purchase of [Product Name]. We strive to ensure customer satisfaction and regret to hear that you have received a defective item.

As part of our commitment to quality, we offer a return policy for defective merchandise. You can return the item within [X days] of receiving it. Please find the return instructions below:

## Return Instructions:

1. Ensure the product is in its original packaging, along with any accessories or documentation.
2. Fill out the enclosed return form and include it with the merchandise.
3. Ship the item to the following address:

[Return Address]

4. Once we receive the returned item, we will process your refund or replacement within [X days].

If you have any questions or need further assistance, please do not hesitate to contact our customer service at [Phone Number] or [Email Address].

Thank you for your understanding and cooperation.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]