

# Product Recall Reassurance Message

Date: [Insert Date]

Dear [Customer's Name],

We are reaching out to you regarding a recent product recall that may affect your purchase of [Product Name]. At [Company Name], your safety and confidence in our products are our top priority.

We want to reassure you that we are actively addressing this issue. Our team is committed to ensuring that all affected products are promptly handled and that appropriate measures are taken to prevent this from occurring in the future.

If you have purchased [Product Name], please refrain from using it and contact us at [Customer Service Phone Number] or [Customer Service Email] for further assistance. We will provide you with detailed instructions on how to return the product and receive a full refund or replacement.

Thank you for your understanding and continued support. We value you as a customer and are here to assist with any questions or concerns you may have.

Best regards,

[Your Name]

[Your Job Title]

[Company Name]

[Company Contact Information]