

# Customer Service Response Regarding Product Recall

Dear [Customer's Name],

Thank you for reaching out to us regarding the recent recall of [Product Name]. We understand that this situation may be concerning, and we appreciate your patience as we work to resolve it.

Our team has identified a potential issue affecting a limited number of units sold between [start date] and [end date]. We recommend that you refrain from using the product and follow the steps outlined below:

- Check if your product is affected by visiting our website [link to website].
- If your product is affected, please return it to the place of purchase for a full refund or replacement.
- For further assistance, feel free to contact our customer service team at [phone number] or [email address].

We sincerely apologize for any inconvenience this may cause and appreciate your understanding in this matter. Your safety and satisfaction are our top priorities.

Thank you for being a valued customer.

Best regards,  
[Your Name]  
[Your Title]  
[Company Name]  
[Company Contact Information]