

# Important Follow-Up Communication

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are following up regarding our recent recall of [Product Name]. Your safety and satisfaction are our top priorities, and we want to ensure you have all the necessary information.

As a reminder, the recall was initiated due to [brief reason for recall]. We encourage you to review the instructions provided for returning the product and obtaining a replacement or refund.

Please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email] should you have any questions or require assistance.

Thank you for your understanding and cooperation. We value your trust and are committed to providing you with the highest quality products.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]