

**Dear [Customer's Name],**

Thank you for bringing the issue regarding your recent purchase of [Product Name] to our attention. We understand how frustrating it can be to receive a product that does not meet your expectations.

We assure you that we take product quality seriously and are committed to resolving this matter. After reviewing your claim, we would like to offer you the following:

- A full refund of [amount] upon the return of the defective product.
- A replacement product at no additional charge.
- A discount on your next purchase as a gesture of goodwill.

Please let us know how you would like to proceed. We value your satisfaction and appreciate your patience in this matter.

Thank you for your understanding.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]