

Customer Service Response

Dear [Customer's Name],

Thank you for reaching out to us regarding the issue you have encountered with your recent purchase of [Product Name]. We sincerely apologize for any inconvenience this may have caused.

Our team is dedicated to ensuring that our customers receive the highest quality products and service. We take your feedback seriously and are currently investigating the matter further. To assist you promptly, we would like to offer you a replacement or a full refund for the faulty product.

Please reply to this email with your preference, and we will initiate the process immediately. Additionally, if you could provide us any pictures of the product, it would greatly help us in resolving this issue.

Thank you for your understanding and patience in this matter. We value your business and are here to assist you.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]