

Apology Letter for Malfunctioning Goods

[Your Name]
[Your Position]
[Your Company]
[Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Recipient's Position]
[Recipient's Company]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience caused by the malfunctioning goods that you recently received from us. We understand how important it is for you to have reliable products, and we regret that this has not been your experience.

We take such matters very seriously and are currently investigating the issue to prevent it from occurring in the future. As a gesture of our commitment to customer satisfaction, we would like to offer you a replacement or a full refund, whichever you prefer.

Please feel free to reach out to me directly at [Phone Number] or [Email Address] to discuss this matter further. We value your business and are dedicated to ensuring your complete satisfaction.

Thank you for your understanding.

Warm regards,

[Your Name]
[Your Position]
[Your Company]