

Goodwill Gesture for Defective Product

Dear [Customer's Name],

We hope this message finds you well. We sincerely apologize for the inconvenience you experienced with the [Product Name], which did not meet your expectations due to the defect.

At [Company Name], we value our customers and strive to provide quality products. As a gesture of goodwill, we would like to offer you [specific compensation, e.g., a replacement, refund, discount, etc.].

Please reach out to us at your earliest convenience to arrange the details. Your satisfaction is our top priority, and we appreciate your understanding in this matter.

Thank you for your continued support.

Warm regards,

[Your Name]

[Your Job Title]

[Company Name]

[Contact Information]