

# Replacement Offer for Impaired Item

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We regret to inform you that the item you purchased, [Item Description], has been found to be impaired. We understand how important this product is to you, and we are committed to making this right.

As a resolution, we would like to offer you a replacement item at no additional cost. The replacement item will be the same model, [Model Name], and will be shipped to your address within [Time Frame].

Please confirm your acceptance of this offer by [Date], so we can expedite the processing of your replacement.

Thank you for your understanding, and we apologize for any inconvenience this may have caused.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]