

Apology for Defective Product

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the inconvenience caused by the defective product you received from us, [Product Name].

At [Your Company Name], we take pride in our commitment to quality, and we regret that we fell short in this instance. It is our priority to ensure that our customers receive top-notch products, and we understand how disappointing this experience must have been for you.

To rectify this situation, we would like to offer you a full refund or a replacement of the product, whichever you prefer. Please let us know how you would like to proceed, and we will expedite the process.

Thank you for your understanding and patience. We value your business and assure you that we are taking steps to prevent such issues in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]