

# Damaged or Defective Product Apology Letter

Dear [CUSTOMER NAME],

Thank you for contacting us about your [ DAMAGED / DEFECTIVE ] [ITEM DESCRIPTION]. We are truly sorry that the item that you received did not function as promised. We understand your disappointment, and apologize for any inconvenience that this may have caused you.

Before we ship any product, it undergoes several stages of quality checks. It is our intention to provide only the highest quality items to our customers, and we regret that your product slipped past our quality measures.

We have gone ahead and shipped you a new [ITEM DESCRIPTION], which should arrive at your specified address in 3-5 business days. When you receive it, please return the defective frame in the enclosed box.

We understand that preparing for the holidays is a time-sensitive matter, and will be sending you a coupon for \$10 off your next purchase in hopes of compensating for the inconvenience.

Thank you again for bringing this issue to our attention—please don't hesitate to contact with any further concerns.

[Customer Service Representative Name]

Customer Service Representative

