**To**

**[The Recipient Name]  
[Designation]  
[Company Name]**

**Subject: apologizing for defective product**

Respected Mr. ABC,

This letter is being written to you on behalf of ABC Company to express regret for sending you a defective product. As you know, our company is well-reputed for selling high-quality products. Our team of professionals carefully examines every product before selling it. However, for the last couple of days, we have been very busy due to the overwhelming response from our customers due to sales.

We know that there cannot be any justification for sending a faulty product and we take full responsibility for this action. We are very sorry for making you have this bad experience and promise you that this will not happen again. Please accept our sincere apologies for sending you a faulty product.

We request you to send this product back to us and we will provide you with a replacement. We are also ready for a refund if you want. However, you will be required to send the product back to us.

Please make sure that the receipt of the product you are trying to send back to us is intact with the product. It is not the policy of the company to accept a product for return or exchange that does not have a tag or receipt with it.

 We hope that you will understand our situation and forgive us for the inconvenience that we have caused you. In case you need to know something regarding this matter, feel free to contact our customer care office. It is our top priority to resolve your matter as soon as possible. We look forward to you shopping from our brand again.

[Your Name]  
[Designation]  
[Company Name]

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_