

Apology for Product Defect

Subject: Apology for Product Defect

Dear [Recipient's Name],

We sincerely apologize for the defective product received by your company. We understand the inconvenience this has caused and are taking steps to replace the item promptly.

Our quality assurance team has reviewed the process to prevent recurrence. We greatly value your business and appreciate your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

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