

Defective Item Return Authorization Letter

Subject: Defective Product Return Authorization - Case #[CASE_NUMBER]

Dear Valued Customer,

We sincerely apologize for the inconvenience caused by the defective [Product Name] you received.

Your satisfaction is our top priority, and we take product quality issues very seriously.

We have reviewed your return request and photos of the defective item. Your return has been approved under our quality guarantee policy, and we will expedite the replacement process.

Please retain the defective item until you receive the replacement. Our quality assurance team may request additional information for our manufacturing improvement process.

A prepaid return label has been emailed to you separately. The replacement item will be shipped within 24 hours of receiving your return.

As an apology for this inconvenience, we are also including a [Compensation/Credit] with your replacement order.

We appreciate your patience and continued trust in our products.

Best regards,

[Name]

Quality Assurance Manager

[Company Name]

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