**ASSIGNMENT 02**

Name: A Akhil

Email: [leelaraniakula3@gmail.com](mailto:leelaraniakula3@gmail.com)

Problem statement: FOR ANY DEFECT OF ANY PRODUCT WHAT SHOULD BE THE STRATEGY TO COMMUNICATE TO THE CUSTOMER

Focus Point: Effective communication during customer service

Answer:

Subject: Resolution of product defect

Dear Akhil,

I hope this email finds you well.

I have been writing this mail regarding the issues you experienced with our product. We understand how it feels when a product gets defective after a few days of purchase. We sincerely apologize for the inconvenience that may be caused.

Our technical expert will visit you in a short period of time and he will also contact you 12 hrs before the visit for your availability at home. Based on our technical teams report we will do the following

1. **Replacement**: If the damage is major, then we will replace product at no additional cost
2. **Repair:** If the defect is repairable then we will get it fixed by our technical team.

Thank you for your understanding and support. We are here to serve you. Your satisfaction is our priority.

Regards

John

Product manager

Abc.inc

xyz@domain.com