Hi [Customer],

Thanks for letting us know about this faulty product. We’ll do our best to assess the problem and determine exactly what went wrong with your [product name].

In the meantime, please accept this replacement product that I’ve personally assessed for performance.

We’d like to offer our sincerest apologies for any inconvenience this may have caused. We hope you continue to enjoy using our product and we are happy to answer any questions or concerns you may have.

Please feel welcome to contact our support team at [phone number], or reply to this message and we’d be more than happy to help.

Thanks,

[Your name]

