

Adjustment Letter Format Example

[Your Name]
[Your Address]
[City, State ZIP Code]
[Date]

[Customer's Name]
[Customer's Address]
[City, State ZIP Code]

Dear [Customer's Name],

We received your letter dated [Date] regarding the defective product you received from our company. We apologize for the inconvenience caused and would like to thank you for bringing this matter to our attention.

We have investigated the matter thoroughly and found that the product you received did not meet our quality standards. We understand that this has caused you inconvenience and we want to make it right.

We are sending you a replacement product free of charge which should arrive within the next [Number] business days. Additionally, we will be including a discount code in the package as a token of our appreciation for your patience and understanding.

We are committed to providing our customers with high-quality products and services, and we take any issues very seriously. We appreciate your business and hope that you will continue to shop with us in the future.

Sincerely,

[Your Name]