

Dear [Customer Name],

Thank you for contacting us about your defective [Product Name]. We are truly sorry that it did not work as promised. We also apologize for any inconvenience that this has caused for you.

Our products go through several quality control checks before they are delivered to customers. However, this one regrettably slipped past those checks and failed to live up to our standards.

To make up for this error, we have shipped you a new [Product Name], which should arrive within 2-5 days. We've also included a pre-labeled box for you to return the defective product once you've received the replacement.

We're also sending a \$20 coupon for your next purchase to make up for the inconvenience. We are truly sorry that your original purchase did not live up to your expectations, but we look forward to providing a better experience for you going forward. Thanks again for bringing this issue to our attention, and please don't hesitate to contact me directly with any other concerns you may have.

Sincerely,

[Name]

[Title]