

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent order with [Your Company Name]. We appreciate your support and value your feedback.

We understand that you encountered an issue with [specific issue related to the order, e.g., product defect, wrong item received, delayed shipment]. Please know that we are here to assist you and resolve this matter promptly.

To help us resolve this issue, could you please provide us with the following details?

1. Order Number: [Insert number]

2. Description of the issue: [Briefly describe]

3. Any supporting photos (if applicable): [Attach if possible]

Once we receive this information, we will take the necessary steps to address your concern. If a replacement or refund is required, we assure you that it will be processed as soon as possible.

Thank you for your patience and understanding. We look forward to resolving this for you.

Best regards,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]

[Website URL]