

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Acknowledgement of Merchandise Returned for Repair

Dear :

We received your defective stapler on Date. We are truly sorry about the inconvenience of your stapler becoming ineffective and having to be returned for repairs. However, we are promptly on the job of identify the problem and correcting it. We will contact you if any concerns arise in which we may need your assistance.

If you have any questions, please feel free to contact us.

Sincerely,

N A M E