

## **Defective/Damaged or Incomplete Product Apology Letter**

**This package contains:**

1. Instructions & Checklist for a Defective/Damaged or Incomplete Product Apology Letter
2. Defective/Damaged or Incomplete Product Apology Letter

## Instructions & Checklist for Defective/Damaged or Incomplete Product Apology Letter

- This package contains (1) Instructions & Checklist for Defective/Damaged or Incomplete Product Apology Letter; and (2) Defective/Damaged or Incomplete Product Apology Letter;
- This form is designed to assist you in drafting a letter for when you need to apologize for delivering a defective, damaged or incomplete product.
- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
- Be sure to sign the letter and to make a copy before sending it out.
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

November 9, 2010

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Dear [Name of Recipient]:

It was recently brought to my attention that you received a  
[defective/damaged/incomplete] [Name of Product].

I am truly sorry that the item received did not meet our normal high standards. I assure you that a replacement will be shipped to you immediately. It is certainly our intent to provide only the highest quality items to our customers, and I regret that your product apparently slipped past our quality control measures. I appreciate your bringing this matter to our attention.

Again, I sincerely apologize for our error and thank you for the opportunity to correct it.

Sincerely,

[Your Name]