



Dear [Customer Name],

Thanks for reaching out to us regarding your order of our Indigo Leaf Necklace.

I see from the photos attached that you've received an item with a broken clasp. I'm very sorry this happened.

At [Company Name], we take pride in producing beautiful and carefully crafted items. While quality checks are built into our manufacturing process at every stage, human error can still creep in on rare occasions. In this case, it seems we failed to catch the defective product being shipped to you.

We'd like to apologize for disappointing you in this way. Since it is the holiday season, I realize you may have purchased the item as a gift for a loved one. Not having it in time must be quite unfortunate and upsetting.

To make up for this mistake, we've gone ahead and sent you a replacement necklace using our priority shipping option. This should reach you by tomorrow, the 24th of April. When you receive it, you can hand over the defective product in its original packaging to our delivery executive. We're also giving you a coupon for \$50 that you can use on any purchase within the next month.

We're sorry this happened, but we hope you'll give us the chance to serve you better in the future. Feel free to reach out to me in case you have any other issues.

Sincerely,

[Employee Name]

[Designation]