

ACKNOWLEDGE THE RETURN OF THE ITEM ACQUIRED

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Introduction

Sometimes, when a consumer purchases a commodity, he may end up not being satisfied with it. This may be either because the customer wasn't paying attention when he bought the item, or because the item is defective or has some fault. In case it's the latter reason, the customer has a right to return to the item to the company that manufactured it and ask for a replacement.

Such letters are formal letters that only explain the reason why the item is not satisfactory and that the customer would like a replacement as soon as possible. Replies to such letters are a kind of acknowledgment letters that assure the person that the company has received the letter and is willing to send a replacement to the customer.

Acknowledge the Return of the Item Acquired Tips

Some tips to write a good acknowledgment letter of this sort:

- Write in a tone that would reflect apology
- Do not oppose the complaint of the consumer
- Write it very formally
- Explain to the consumer why this problem happened
- Give him assurance that he would soon be getting it replaced

Sample Acknowledge the Return of the Item Acquired

From,

Date-

To,

Subject: Receipt of defective articles and replacement guarantee

Dear Mr./Ms._____,

We at ABC would like to apologize, first of all, for the defective piece that was sold to you. As our prized customer, you should have received better service. However, with the technical glitches that accompany the refurbishing of our offices, we suppose this is something that will simply have to be avoided religiously.

We take full responsibility, of course, for the defective item you received and we are therefore more than willing to replace it. As you know, we will be following our 30-day replacement policy in this case. Please note that you will therefore receive your replacement by the end of this current month.

Also be reassured that the replacement will not be a faulty piece. Extra care will be taken to ensure that you find no problems with your newest acquisition. As an additional sorry, we will also be attaching a Special Gold Bonus card with your replacement, which will help you secure exciting offers and discounts in your upcoming purchases. We hope this helps!

Apart from this, you are free to call up our customer service departments anytime you wish. You may also write to us with any feedback you might have. We are sorry for any inconvenience caused.

Regards,

_____ [Name and designation]

Acknowledge the Return of the Item Acquired Template

From,

Date: _____ (Date on Which Letter is Written)

To,

Subject: Acknowledgement of the Return of the _____ (What Product is Found Defective) Acquired

Dear _____ (Sir or Madam),

We are really sorry for the inconvenience you had with the defective model of the _____ (Which Product is Found Defective). We received a letter stating that you would like a different model. We will definitely replace the same for you if you can please send the _____ (Which Product is Found Defective) with the original bill and we will transport the model you requested.

We assure you that this would be a model you like and you will not face any problem. We apologize for this defective piece but do assure you that this would not be repeated and you would soon receive the replacement.

Please accept the discount coupon which you can avail on the next purchase. We appreciate your patience and look forward to serve you in future as well.

Thanking You

Yours truly,

Name and Signature

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