[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: LATE RETURN AUTHORISATION**

Dear [CONTACT NAME],

We acknowledge the receipt of your letter dated [DATE], in which you informed us that the merchandise delivered to you on [DATE] was faulty.

Our terms and conditions policy for any sale states that we provide customers with [TIME] to inspect and either accept or reject our merchandise with regards to defects. We feel this gives our customers an adequate period of time to be assured that the merchandise is free from defects.

Whilst this is the first time you have made this request of us, we will agree to the return of the merchandise and will issue a credit to your account in the amount of [AMOUNT]. Please [INSTRUCTIONS FOR RETURN OF MERCHANDISE].

We regret that you experienced problems with this product and appreciate having your company as one of our valued customers.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]