[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: REPLACING REJECTED GOODS**

Dear [CONTACT NAME],

We accept your rejection of [DESCRIBE REJECTED GOODS] which we shipped to you. We are shipping replacement goods to you immediately, at our cost. Please would you return the rejected goods to us, also at our cost, by [RETURN INSTRUCTIONS].

We sincerely apologise for any inconvenience this may have caused.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]