

Letter to Acknowledge Change of Product

This package contains:

1. Instructions & Checklist for Writing a Letter to Acknowledge Change of Product
2. Letter to Acknowledge Change of Product

Instructions & Checklist for a Letter to Acknowledge Change of Product

- This package contains: (1) Instructions & Checklist for a Letter to Acknowledge Change of Product; and (2) Letter to Acknowledge Change of Product.

- This form is designed to assist you in drafting a letter to a customer to confirm your receipt of a product they have returned to you, and their request to exchange it for a different product your company sells.

- 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.

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

September 8, 2009

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

Dear [Name of Recipient]:

We have received the [Name of Product] you returned to us in good condition.

CHOOSE ONE ALTERNATIVE:

FIRST ALTERNATIVE:

With regard to your request to exchange it for a [Name of Replacement Product], we are pleased to let you know we do have that item in stock and will ship it out immediately. Since its price is the same as the price for the item you returned, you will only be billed for the shipping charge, which comes to a total of [\$_____].

SECOND ALTERNATIVE:

With regard to your request to exchange it for a [Name of Replacement Product], we are pleased to let you know we do have that item in stock and will ship it out immediately. Since its price is [\$_____], which is [\$_____] higher than the price for the item you returned, you will be billed for the difference plus the shipping charge, which comes to a total of [\$_____].

Thank you for your order.

Cordially,

[Your Name]