

## **Letter to Acknowledge Return of Merchandise for Repair**

**This package contains:**

1. Instructions & Checklist for Writing a Letter to Acknowledge Return of Merchandise for Repair
2. Letter to Acknowledge Return of Merchandise for Repair

## Instructions & Checklist for a Letter to Acknowledge Return of Merchandise for Repair

- This package contains: (1) Instructions & Checklist for a Letter to Acknowledge Return of Merchandise for Repair; and (2) Letter to Acknowledge Return of Merchandise for Repair.
  
- 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 for repair, and giving them an estimate of how long the repair will take.
  
- 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](http://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 package containing the [Name of product] that you returned to us. We regret that it has not performed satisfactorily for you, and will examine it to determine the source of the problem.

If the problem turns out to be one that can be fixed by making a minor adjustment, we'll go ahead and make the necessary repair, and send the item back to you as soon as the repair is completed. If, however, we find that the product is defective, we'll send you an immediate replacement.

As soon as we make a determination, we will contact you to let you know which of these actions will be taken, and how soon you can expect the product to arrive.

Again, we apologize for the inconvenience you have experienced, and would like to thank you for your understanding and patience.

Sincerely,

[Your Name]

Enclosures