To,

[Name of Recipient]

[Designation of Recipient]

Date:

**Subject: Appreciation Letter to Customer Care Department**

Dear Sir/Madam,

I want to express my gratitude and would like to appreciate your efforts and devotion that you have been showing in order to maximize the customer satisfaction.

On [mention date], I ordered a [mention product] and mistakenly, a defective unit was delivered to me. I lodged a complaint and returned the product and to my surprise, I got a replacement of the product just within 24 hours. Moreover the staff of your department was very nice and cooperative and they guided me well so as to make all the procedure quite simple.

So, I really appreciate your dedication and I hope that you will keep up these standards in the future as well.

Best Regards.

Sincerely,

[Sender Name]

[Sender Signature]

[Sender Address]