

Ladies and gentlemen,

Thank you for joining us today. We are here to address a matter of utmost importance--our recent product quality issues.

First and foremost, I want to sincerely apologize to every customer who has been affected. We take full responsibility for not meeting the high standards you expect and deserve from us.

Our team has been tirelessly investigating and identifying the root causes of these issues. Immediate corrective actions are being implemented to prevent any recurrence. We are committed to enhancing our quality control processes and ensuring that every product reflects our dedication to excellence.

We value your trust and are dedicated to regaining it. As a token of our commitment, we will be reaching out to affected customers to offer remedies and ensure satisfaction.

Thank you for your patience and continued support as we work to rectify these issues. We are confident that, moving forward, you will experience only the quality and reliability you associate with our brand.

Thank you.