

Adjustment Letter with Apology for Damaged Goods in Shipment

[Your Company Letterhead]
[Company Name]
[Company Address]
[City, State, ZIP Code]
[Phone Number]
[Email Address]
[Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

We are writing in response to your recent communication regarding the damaged goods you received with your order # [Order Number]. We would like to sincerely apologize for any inconvenience or disappointment this has caused.

At [Company Name], we strive to deliver quality products in excellent condition. Unfortunately, despite our best efforts in packaging and shipping, occasional damages can occur during transit. Please accept our deepest apologies for this oversight.

To resolve this matter swiftly, we are offering [choose: a replacement shipment/refund/credit/other solution as applicable]. Our team has already initiated the process, and you can expect [details about the resolution, such as expected delivery date for a replacement or processing time for a refund]. If you prefer another form of compensation, please let us know your preference, and we will do our best to accommodate your needs.

We value your business and appreciate your understanding in this matter. As a gesture of goodwill, we would also like to offer you [optional: a discount/coupon/free shipping on your next order or any compensation deemed appropriate].

If you have any further questions or require additional assistance, please do not hesitate to contact us at [Customer Service Phone/Email].

Once again, we apologize for the inconvenience and thank you for giving us the opportunity to make it right.

Sincerely,

[Your Name]
[Your Title/Position]
[Company Name]