

Date: [Insert Date]

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

Dear [Recipient Name],

This letter serves as a formal **apology and replacement offer for a damaged order in transit**. We deeply regret the inconvenience caused by the condition of the items upon delivery and assure you that this is not indicative of our usual standards.

Upon learning of the issue, we immediately investigated the matter to identify and address any shortcomings in our shipping process. Your feedback is invaluable to us as we continually strive to improve our service and product handling.

To resolve the issue promptly, we are arranging a replacement shipment for your order **at no additional cost to you**. The replacement will be dispatched as soon as possible, and you will receive tracking details once your order is on its way. If any further action is required on your part, our customer service team will reach out to you directly.

Your satisfaction is our priority, and we appreciate your understanding and patience as we rectify the situation to maintain your trust in our services. Should you have any additional concerns or questions, please do not hesitate to contact us at [Customer Service Email/Phone].

Thank you for your continued support.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]