

Date: [Insert Date]

Dear [Customer Name],

We are writing to sincerely apologize for the broken items you received in your recent order, [Order Number if applicable]. We understand the frustration and disappointment this must have caused and deeply regret any inconvenience you have experienced.

At [Your Company Name], we take great care in ensuring all our products are packaged and handled with utmost attention. Unfortunately, it appears that there was an oversight in our process in this instance. Please be assured that we are taking immediate steps to address this, and we remain committed to providing you with the highest standard of service.

To resolve the issue, we will be sending you a replacement for the damaged items at no additional cost. Your replacement order will be processed as a priority, and we will provide you with tracking information as soon as it has shipped.

Your satisfaction is very important to us, and we truly value your patience and understanding as we work to correct this matter promptly. Should you have any further questions or require assistance, please do not hesitate to contact our customer support team at [Contact Information].

Once again, we apologize for the inconvenience and thank you for bringing this matter to our attention. We appreciate your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]