

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you have experienced due to receiving **damaged goods** from your recent order with us. Please accept our deepest regrets for this oversight and the dissatisfaction it has understandably caused.

Upon investigating the matter, we discovered that [briefly explain cause of damage, e.g., "the product was damaged during transit despite our standard protective packaging measures"]. We recognize how important it is for our customers to receive their orders in perfect condition and are truly sorry that we did not meet your expectations on this occasion.

In order to rectify this situation immediately, we have arranged for a replacement to be dispatched to your address at no additional cost. You can expect the new item to arrive within [specific time frame, e.g., "3-5 business days"]. Should you wish to return the damaged item, please let us know, and we will provide you with a pre-paid return label to simplify the process.

At [Your Company Name], we take great pride in the quality of our products and the satisfaction of our customers. Please rest assured that we are reviewing our shipping and quality control procedures to prevent similar issues in the future.

We appreciate your understanding and patience, and we value the trust you have placed in us. If you have any questions, concerns, or further requirements, please do not hesitate to contact our customer support team at [customer service phone number] or [customer service email].

Thank you for bringing this matter to our attention, and for giving us the opportunity to make things right. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]