

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Customer Address]

Dear [Customer Name],

Thank you for contacting us regarding your recent order ([Order Number]) and bringing to our attention the issue with the damaged merchandise you received. We are truly sorry for the inconvenience and disappointment this has caused.

At [Company Name], we strive to provide only the best quality products and services to our valued customers. We deeply regret the inconvenience you have experienced and appreciate the opportunity to make things right.

Upon reviewing your case, we acknowledge the dissatisfaction caused by the damaged item(s). We sincerely apologize for failing to meet your expectations in this instance.

To resolve this matter promptly, we are offering the following options:

- **Replacement:** We will send you a replacement for the damaged merchandise at no additional cost.
- **Refund:** If you prefer, we can issue a full refund for the affected item(s).
- **Additional Support:** If you require further assistance, please let us know how we can best serve you.

Please let us know your preferred resolution by contacting us at [Customer Service Email/Phone]. We assure you that your satisfaction is our highest priority, and we will process your request as quickly as possible.

Once again, we apologize for any inconvenience this situation may have caused, and we appreciate your patience and understanding. Thank you for giving us the opportunity to resolve this matter and restore your trust in our company.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]