

Sample Adjustment Letter: Apology for Damaged Product in Transit

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding the condition in which your recent order, Invoice #[Order/Invoice Number], was received. We sincerely apologize for any inconvenience and disappointment this may have caused.

At [Your Company Name], we take great care to ensure that all our products are securely packaged and delivered to our customers in perfect condition. Unfortunately, it appears that your item sustained damage during transit, likely due to circumstances beyond our immediate control. Nevertheless, we fully recognize our responsibility in ensuring your satisfaction.

Please accept our heartfelt apologies for this regrettable experience. As part of our commitment to quality and customer service, we are offering the following resolutions for your consideration:

- A replacement product shipped to you at no additional cost;
- A full refund of your purchase price;
- Alternatively, compensation in the form of store credit or discount on a future purchase.

Kindly let us know your preferred option by replying to this letter or contacting our customer service team at [Contact Information]. We will process your request as soon as possible to ensure your satisfaction.

Again, we apologize for any inconvenience caused and appreciate your understanding and loyalty. Thank you for allowing us the opportunity to make this right. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]