

Date: [Insert Date]

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

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding your recent order, [Order Number], received on [Delivery Date]. We sincerely regret the inconvenience and disappointment caused by the condition in which the goods arrived.

At [Your Company Name], customer satisfaction is our highest priority, and we take product quality and service very seriously. Upon investigating your claim and reviewing the evidence you provided, we have confirmed that some items in your order were unfortunately damaged during transit.

As a gesture of goodwill and to address this issue promptly, we would like to offer you a partial refund of [Specify Amount or Percentage, e.g., \$35 or 30% of the original purchase price] for the damaged goods. This amount will be credited back to your original method of payment within [Number of Days, e.g., 5-7 business days]. No further action is required on your part.

We have implemented additional quality control measures to ensure that similar issues do not occur in the future. Your feedback is invaluable to us, and we deeply appreciate your understanding and patience.

If you have any further questions or require additional assistance, please do not hesitate to contact us at [Customer Service Email or Phone Number].

Thank you for your continued trust in [Your Company Name]. We value your business and look forward to serving you better in the future.

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