

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent order, [Order Number]. We sincerely apologize for the inconvenience caused by receiving a damaged product. At [Your Company Name], we strive to deliver items of the highest quality, and we regret that we fell short in this instance.

Upon reviewing your case and the supporting evidence you provided, we found that the damage occurred during transit despite our efforts to ensure secure packaging. We are currently working with our shipping partner to address such issues and avoid similar occurrences in the future.

As a gesture of goodwill and to compensate for the inconvenience, we are issuing you a partial refund of [amount] to your original method of payment. The refund should appear on your account within [x] business days.

If you have any further concerns or require assistance with a replacement, please do not hesitate to reach out to our customer care team at [contact email/phone number]. Your satisfaction is important to us, and we appreciate your understanding and continued trust in [Your Company Name].

Once again, we apologize for any inconvenience caused. Thank you for giving us the opportunity to resolve this matter and for your valued business.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]