

# Sample Adjustment Letter for Replacement of Damaged Item with Apology

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced due to receiving a damaged item in your recent order (Order Number: [Order Number]). We understand how disappointing this must have been, and we truly regret any disruption this may have caused.

Upon reviewing your claim and the supporting image(s) you provided, we acknowledge the issue and take full responsibility for the condition in which the item arrived. Please be assured that we strive to maintain the highest standards in our products and packaging. Unfortunately, in this instance, we fell short.

To make things right, we have already initiated the process to send you a replacement item at no additional cost. Your replacement is scheduled to ship within [Number of Days] days and should arrive by [Estimated Delivery Date]. If you would like us to arrange for the return of the damaged item, please let us know at your earliest convenience.

Once again, we apologize for the inconvenience and thank you for bringing this matter to our attention. Your satisfaction is extremely important to us, and we appreciate your patience and understanding.

If you have any further questions or concerns, please don't hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for giving us the opportunity to resolve this issue.  
Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]