

[Your Company Letterhead]

[Date]

[Client Name]

[Client Address]

[City, State, ZIP]

Subject: Replacement of Damaged Goods

Dear [Client Name],

Thank you for contacting us regarding your recent order, and for bringing the issue of the damaged goods to our attention. We sincerely apologize for any inconvenience this may have caused.

At [Your Company Name], we take great pride in the quality of our products and the satisfaction of our clients. We understand how disappointing it can be to receive an order that does not meet expectations.

We have reviewed your request and are pleased to confirm that we will be processing a replacement for the damaged items immediately. Your replacement order will be shipped within [number] business days, and you will receive a confirmation email with tracking details as soon as the shipment leaves our facility.

Please retain the damaged goods for the time being, as a member of our team may contact you for further details or to arrange for their return if necessary.

Should you have any questions or need further assistance, please do not hesitate to contact me directly at [phone number] or [email address].

Once again, we apologize for any inconvenience and appreciate your understanding. We value your business and look forward to serving you again.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]