

[Your Company Letterhead]

Date: [Insert Date]

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

Subject: Apology for Damaged Goods During Transit and No-Cost Replacement

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you experienced as a result of receiving goods that were damaged during transit. We understand how important it is for our customers to receive their orders in perfect condition and regret that we did not meet your expectations in this instance.

At [Your Company Name], we strive to provide reliable service and quality products at all times. We acknowledge the disruption this has caused and want to assure you that we are taking immediate steps to rectify the situation. To resolve the issue, we are arranging a no-cost replacement of the damaged goods. The replacement order will be processed promptly and shipped to you without any additional charges.

Please rest assured that we are also reviewing our packaging and shipping procedures to prevent similar incidents from occurring in the future.

Your satisfaction and trust are of great importance to us. If you have any further concerns or require any assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Once again, we sincerely apologize for the inconvenience. Thank you for your understanding and continued patronage.

Yours sincerely,  
[Your Name]  
[Your Position]  
[Your Company Name]  
[Contact Information]