

Date: [Insert Date]

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

Dear [Customer Name],

We sincerely apologize for the inconvenience caused by receiving your recent order, [Order Number], in damaged condition. We understand how disappointing and frustrating this experience can be, and we are truly sorry for any trouble it has caused.

As soon as we received your complaint, we initiated a thorough review to determine the cause and to ensure this does not happen again. We deeply value your satisfaction and are taking immediate steps to resolve this issue to your complete satisfaction.

To rectify the situation, we are pleased to offer you the following compensation:

- **Replacement:** We will send a new [product/item name] to your address at no additional cost.
- **Refund:** If you prefer, we can issue a full refund for the damaged item.
- **Discount:** As a token of our regret, we are providing you with a [percentage]% discount on your next purchase, valid until [expiration date].

Please let us know which option you would prefer, and we will process your request as soon as possible. You may reply to this letter, or contact our customer service team at [customer support email/phone number].

Once again, we sincerely apologize for this inconvenience. Thank you for giving us the opportunity to resolve this matter and to continue serving you. Your satisfaction remains our top priority.

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