

Date: [Insert Date]

To,  
[Customer Name]  
[Customer Address]

Subject: Apology and Replacement Due to Shipping Damage

Dear [Customer Name],

This letter serves as an official **apology and replacement letter for shipping damage due to courier mishandling**, acknowledging the inconvenience caused by the courier's negligence during transit.

We sincerely apologize for any damage incurred to your order and assure you that we are committed to resolving the issue promptly. We recognize how important your order is to you, and we regret any frustration this incident may have caused.

Please be assured that a replacement item is being arranged and will be dispatched immediately to ensure your satisfaction. The tracking details for your replacement will be shared with you as soon as your package is on its way.

We value your trust and appreciate your understanding as we work to improve our shipping process and prevent similar incidents in the future. Should you have any further questions or require additional assistance, please do not hesitate to contact our support team at [Contact Information].

Once again, we apologize for the inconvenience and thank you for your continued support.

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