

[Your Company Letterhead]

[Date]

[Recipient Name]

[Recipient Title/Position]

[Company Name]

[Company Address]

Subject: Apology for Damaged Goods and Compensation Proposal

Dear [Recipient Name],

We are writing to sincerely apologize for the inconvenience caused by the recent delivery of **damaged goods** to your company. We understand the disappointment and disruption this has caused, and we deeply regret any inconvenience it may have brought to your operations and satisfaction.

Upon being notified of the issue, we immediately investigated to determine the cause of the damage and to ensure this situation does not recur in the future. Customer satisfaction is of utmost importance to us, and we take full responsibility for not meeting our usual standards of quality in this instance.

To address this issue and restore your confidence in our services, we are proposing the following compensation:

- Replacement of all damaged goods at no additional cost to you, to be shipped immediately.
- A [percentage or specific amount] refund on your invoice for the affected products.
- A discount of [percentage]% on your next order as a gesture of goodwill.

We hope this proposal demonstrates our commitment to making things right and our dedication to maintaining a strong business relationship with you. Please let us know if the proposed solution meets your expectations, or if there are any other actions we could take to rectify the situation.

Once again, we apologize for this oversight and appreciate your patience and understanding. Thank you for your continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]