

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused by the late delivery of your recent order # [Order Number] and the unfortunate receipt of a damaged item. We understand how disappointing this experience must have been for you and truly appreciate your patience and understanding.

Upon receiving your notification, we immediately investigated the matter with our shipping department and have identified the factors that contributed to the delay and damage. To resolve this issue promptly, we have arranged for a replacement product to be shipped to you via expedited delivery at no additional cost. You can expect to receive the replacement within [number of days] business days.

Additionally, please feel free to keep or dispose of the damaged item at your convenience. If you require assistance with its return or disposal, please contact our customer service team at [Customer Service Phone/Email], and we will be happy to assist you.

We value your business and are committed to providing the highest quality of service. Please rest assured that we are taking concrete steps to improve our packaging processes and shipping partnerships to prevent similar incidents in the future.

Thank you for bringing this matter to our attention. If you have any further concerns or require additional assistance, please do not hesitate to contact us. We appreciate your continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]