

## Sample Adjustment Letter with Apology for Receiving Damaged Merchandise

[Your Company Letterhead]  
[Date]

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

Dear [Customer Name],

Thank you for contacting us regarding your recent order #\*[Order Number]. We appreciate you taking the time to inform us about the condition in which you received your merchandise.

Please accept our sincerest apologies for the inconvenience caused by receiving damaged goods. At [Company Name], we are committed to providing high-quality products, and we regret that we did not meet our usual standards in this instance.

Upon receipt of your complaint and review of the matter, we have initiated a replacement order for the damaged items, which will be shipped to you at no additional cost. If preferred, we can also arrange a full refund. Kindly let us know your preference so we can resolve the situation promptly.

We have also notified our shipping department to investigate the cause of the damage and to take necessary measures to prevent a recurrence. Please rest assured that your satisfaction is our top priority.

Once again, we apologize for any trouble this may have caused. Thank you for giving us the opportunity to make things right. If you have further questions or concerns, please contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Sincerely,  
[Your Name]  
[Your Title]  
[Company Name]