

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Sincere Apology and Resolution for Delayed and Damaged Goods Delivery

We would like to extend our sincerest apologies for the inconvenience you have experienced due to the delayed delivery and the condition in which your recent order ([Order Number]) was received. At [Your Company Name], we take great pride in delivering quality products on time, and we deeply regret falling short of your expectations on this occasion.

The delay was caused by [briefly explain the reason, e.g., unexpected supply chain disruptions], and unfortunately, during transit, some goods were damaged due to [briefly explain, if possible, e.g., improper handling by our delivery partner]. We understand how important timely and intact deliveries are to our customers, and we apologize for the frustration and inconvenience this has undoubtedly caused.

To address this issue, we have arranged for immediate shipment of replacement items at no extra cost to you. Additionally, as a gesture of goodwill, we are offering you [state compensation, such as a refund, discount, or store credit]. You will receive details regarding your replacement shipment and any compensation in a separate communication.

Please rest assured that we are taking steps to prevent such incidents in the future, including enhanced quality checks and improved packaging protocols. We value your business and want to regain your trust and satisfaction.

Should you have any further questions or require assistance, please do not hesitate to contact our customer service team at [Contact Information] or reply to this email/letter directly.

Once again, we apologize for any inconvenience and thank you for your understanding and continued patronage.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]