

Apology and Resolution Sample Letter for Damaged Goods Delivery

[Your Company Letterhead]
[Date]

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

Dear [Customer Name],

We sincerely apologize for the inconvenience and disappointment caused by the damaged goods you received with your recent order ([Order Number/Details]). At [Your Company Name], customer satisfaction is our top priority, and we deeply regret that your experience did not meet the standards we strive to uphold.

Upon learning of the issue, we immediately initiated an investigation to understand the cause and prevent such occurrences in the future. We appreciate you bringing this matter to our attention and providing us with the opportunity to address it.

To resolve this situation, we would like to offer you the following options:

- A full replacement of the damaged items at no additional cost, to be shipped to you as soon as possible.
- A full refund for the affected products should you prefer not to receive a replacement.
- An alternative compensation of your choice, such as store credit or a discount on your future purchase.

Please respond to this letter or contact our customer service team at [Customer Service Email/Phone Number] with your preferred resolution. We will act promptly to ensure your satisfaction.

Once again, we apologize for any frustration this may have caused. Thank you for your understanding and continued trust in [Your Company Name]. We value your business and look forward to serving you better in the future.

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