

Apology Letter with Compensation Sample for Damaged Goods

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the inconvenience you have experienced due to receiving damaged goods from your recent order ([Order Number/Details]) with us. At [Company Name], we strive to maintain the highest standards of quality and customer satisfaction, and we regret that we failed to meet your expectations on this occasion.

Upon investigating the matter, we found that the damage occurred due to [briefly explain reason, e.g., "an issue during shipping" or "a packaging oversight"]. Please rest assured that we are taking immediate steps to resolve this problem and prevent similar occurrences in the future.

To compensate for the inconvenience, we are pleased to offer you the following:

- [Full refund / Replacement product / Discount details]

Kindly let us know your preferred option, and our customer support team will expedite the process to ensure your complete satisfaction.

Once again, we apologize for this unfortunate experience and truly appreciate your patience and understanding. We value your business and look forward to serving you better in the future.

If you have any further questions or concerns, please feel free to contact us at [Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]