

Apology Letter Template for Customer Complaint about Broken Item

Dear [Customer Name],

Thank you for reaching out to us and bringing this matter to our attention. We sincerely apologize for the inconvenience and disappointment caused by receiving a broken item with your recent order #[Order Number].

At [Your Company Name], we strive to deliver products in perfect condition, and we are truly sorry that we did not meet your expectations on this occasion. Please know that we take such concerns very seriously, and we are committed to resolving this issue promptly.

To make this right, we would like to offer you the following options:

- A replacement item sent to you at no additional cost
- A full refund for your purchase
- An alternative solution of your choice (please specify)

Please let us know which option works best for you, and we will arrange it immediately. Additionally, if you are able to provide a photo of the damaged item, it will help us improve our quality control and prevent future occurrences.

We value your business and appreciate your patience and understanding. If you have any further questions or concerns, please feel free to contact our customer service team at [Contact Information].

Once again, we sincerely apologize for this experience and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]