

Date: [Insert Date]

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

Dear [Customer Name],

We sincerely apologize for the inconvenience and disappointment caused by receiving a damaged product from us. At [Company Name], we take great pride in the quality of our products and our commitment to exceptional customer service. We regret that, in this instance, we did not meet your expectations.

After reviewing your complaint regarding the broken item, we understand your concerns and assure you that this matter is being taken seriously. As a gesture of our commitment to your satisfaction, we are offering the following compensation for the inconvenience experienced:

- **Replacement:** We will ship a brand new replacement item to your address at no additional cost.
- **Refund:** Should you prefer, we can issue a full refund to your original form of payment.
- **Discount:** Alternatively, we can offer you a [percentage/amount]% discount on your next purchase.

Please let us know your preferred option at your earliest convenience, and we will process your request promptly.

We are currently reviewing our packaging and quality control measures to ensure that such incidents do not occur in the future. Your feedback is extremely valuable to us, and we thank you for bringing this matter to our attention.

If you require further assistance or have additional questions, please feel free to contact our customer support team at [Customer Support Email] or [Customer Support Phone Number]. We are dedicated to resolving this issue to your complete satisfaction.

Thank you for choosing [Company Name]. We appreciate your understanding and continued trust in our company.

Sincerely,
[Your Name]
[Your Title/Position]
[Company Name]
[Company Contact Information]