

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

[Email Address]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced due to receiving a damaged product from our company. At [Your Company Name], we take great pride in the quality of our products and service, and it is with deep regret that we acknowledge this shortcoming.

Upon receiving your report regarding the damaged item (Order Number: [Order Number]), we immediately launched an internal review to assess and address the issue. Please be assured that we have enhanced our quality control measures to prevent similar situations from occurring in the future.

To promptly resolve this matter, we have arranged for a replacement product to be shipped to your address at no additional cost. Your new shipment is scheduled to be dispatched on [Shipment Date]. The updated tracking number for your replacement order is: **[Tracking Number]**, and you may monitor the delivery status at [Courier Website/Link].

If you have any further questions or require additional assistance, please do not hesitate to contact our customer support team at [Customer Service Phone Number] or [Customer Service Email Address]. We are committed to ensuring your complete satisfaction.

Once again, we apologize for any inconvenience this may have caused. Thank you for your understanding and support as we address this matter. We value your business and look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Company Contact Information]