

Date: [Insert Date]

To,
[Customer Name]
[Customer Address]
[City, State, Zip Code]

Dear [Customer Name],

Subject: Apology and Quality Adjustment for Damaged Goods Delivered

We sincerely regret to learn that the products you received from us on [Delivery Date] arrived in unsatisfactory condition. Please accept our heartfelt apologies for the inconvenience and disappointment this has caused.

As a company committed to quality assurance and customer satisfaction, we deeply value your trust in our products and services. We take full responsibility for the damage and have initiated an immediate review of our packaging and shipping processes to prevent future occurrences.

To promptly resolve this matter, we offer the following corrective action(s):

- **Replacement:** We will send you replacement items at no additional cost. The new items will be dispatched within [Number] business days.
- **Refund:** If you prefer, we can issue a full refund for the damaged goods.
- **Compensation:** Additionally, please accept [a discount, store credit, complimentary gift, etc.] as a token of our commitment to your satisfaction.

Kindly let us know your preferred resolution so we can proceed accordingly. Our team is committed to restoring your confidence in our company and ensuring you receive the quality you expect from us.

Once again, we extend our sincerest apologies for this inconvenience. Thank you for your understanding and continued trust in our business. If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Email/Phone Number].

Yours sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]