

Sample Adjustment Letter for Faulty Packaging Shipping Error

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer's Address]

City, State, ZIP: [Insert Details]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced with your recent order from [Company Name]. It has come to our attention that due to a packaging error, your shipment did not meet our usual standards of quality and arrived in a faulty condition.

Please be assured that we take such matters very seriously. After a thorough review, we determined that the error occurred during the packaging phase of your order (Order #[Insert Order Number]), resulting in [brief details of the packaging/shipping error, e.g., â€œdamaged goods,â€œ missing items,â€œ etc.].

To rectify this situation, we have already initiated the following corrective actions:

- A replacement shipment has been dispatched to your address at no additional cost, expected to arrive by [Insert Expected Delivery Date].
- If applicable: We have arranged for our courier to collect the faulty shipment from your address at your earliest convenience.
- We are conducting a comprehensive review of our packaging process to prevent a recurrence of similar issues.

At [Company Name], we deeply value your trust and satisfaction. Please do not hesitate to contact us at [Contact Information] if you have any further concerns or require additional assistance. Once again, we sincerely apologize for any disruption this may have caused and appreciate your understanding.

Thank you for your continued patronage.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]