

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to you regarding your recent order with us, and we would like to extend our sincerest apologies for the inconvenience caused by the condition of the perishable goods you received. At [Company Name], we take pride in delivering products of the highest quality, and we deeply regret that this standard was not met in your recent experience.

It has come to our attention that some items in your order arrived damaged. Please accept our formal apology for this oversight. Your satisfaction is of utmost importance to us, and we strive to make every purchase a positive experience for our valued customers.

As a gesture of our commitment to you, we are pleased to offer an immediate replacement of the affected items at no additional cost. Our team will ensure prompt and careful shipment, and you will receive a confirmation once your replacement order has been dispatched.

We appreciate your understanding and patience in this matter. Please rest assured that we are implementing improved handling and shipping processes to prevent similar issues from occurring in the future.

Thank you for bringing this matter to our attention and for your continued trust in [Company Name]. Should you have any further questions, concerns, or require assistance, please feel free to contact us at [Customer Service Phone Number] or [Customer Service Email].

Once again, we sincerely apologize for any inconvenience this has caused and look forward to serving you better in the future.

Yours sincerely,

[Your Name]

[Your Position/Title]

[Company Name]

[Contact Information]