

Dear [Customer Name],

We sincerely apologize for the inconvenience caused by the receipt of your recent order in a damaged condition. At [Your Company Name], we take great pride in ensuring the highest quality of our products and service, and we deeply regret that this experience did not reflect our usual standards.

Upon learning about the issue with your shipment, we immediately initiated a replacement order, which is now being processed. Your replacement package is expected to be delivered within [insert timeframe], and you will receive a confirmation email with tracking details once it has shipped.

Please know that your satisfaction is very important to us, and we are committed to resolving this matter swiftly. If you have any questions or require further assistance, do not hesitate to contact our customer support team at [Customer Support Email/Phone Number].

Again, we apologize for any inconvenience caused and thank you for giving us the opportunity to correct this issue. We value your trust and look forward to serving you better in the future.

Kind regards,

[Your Name]

[Your Title/Department]

[Your Company Name]

[Contact Information]