

Date: [Insert Date]

To,
[Customer Name]
[Customer Address]

Subject: Apology for Incorrect and Damaged Delivery with Replacement Offer

Dear [Customer Name],

We are writing to extend our sincerest apologies for the **incorrect and damaged delivery** you recently received from us. We understand how frustrating and inconvenient this experience must have been, and we want to assure you that we take full responsibility for this oversight.

At [Your Company Name], we strive to provide our customers with the highest standards of service and product quality. Unfortunately, in this instance, we have fallen short of those expectations. Please rest assured that we are taking immediate steps to address the situation and to prevent similar issues in the future.

To make amends, we will be shipping a prompt replacement of the affected items to you at no additional cost. Our team is committed to ensuring that the replacement meets our strict quality standards and reaches you as quickly as possible.

Please accept our deepest apologies for any inconvenience this may have caused. Your satisfaction and trust are extremely important to us. If there is anything further we can do to resolve this matter or if you have any specific instructions regarding your replacement order, please do not hesitate to contact us at [Your Customer Service Phone/Email].

Thank you for your understanding and continued support. We appreciate the opportunity to resolve this issue and to serve you better in the future.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]
[Contact Information]