

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, ZIP Code]

Dear [Customer's Name],

Thank you for contacting us regarding your recent order (**Order #**[Order Number]). We are truly sorry to hear that the merchandise you received was damaged upon arrival. Please accept our sincere apologies for any inconvenience or disappointment this may have caused.

We take great pride in the quality of our products and the satisfaction of our customers. Upon receiving your complaint, we immediately began investigating the matter to determine how this incident occurred and to prevent similar issues in the future.

To resolve this issue, we are pleased to offer you the following options:

- **Replacement:** We can send you a new item at no additional cost to you. Please let us know if you would like to proceed with this option, and we will ship the replacement immediately.
- **Refund:** If you prefer, we can issue a full refund to your original method of payment.
- **Repair:** If applicable, we can arrange for the damaged item to be repaired promptly.

Please contact us at [customer service phone/email] with your preferred resolution, or if you have any further questions. We ask that you retain the damaged merchandise and packaging until further instructions are provided by our team.

Once again, we apologize for any inconvenience this may have caused. We value your business and appreciate the opportunity to correct this situation. Thank you for bringing this matter to our attention and for your continued trust in [Company Name].

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]