

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

Subject: Apology and Resolution for Late Delivery and Damaged Goods

We sincerely apologize for the inconvenience you experienced due to the late delivery and the condition of the goods you recently received from us. At [Your Company Name], we strive to provide our customers with timely deliveries and products of the highest quality, and we regret that we did not meet these standards in your recent order (Order No. [Order Number], dated [Order Date]).

Upon investigating the issue, we discovered that the delay was caused by [brief explanation of cause, e.g., "unexpected supply chain disruptions"]. Furthermore, we are aware that some of the items arrived damaged due to [brief explanation, e.g., "insufficient packaging during transit"]. Please accept our heartfelt apologies for any frustration or inconvenience this may have caused.

To address this matter, we have taken the following steps:

- A replacement shipment for the damaged goods will be sent to your address immediately, at no additional cost.
- We are offering you a [percentage/amount] discount on your current purchase as a gesture of goodwill.
- Our team has implemented improved packaging procedures and enhanced our logistics coordination to prevent such occurrences in the future.

We value your business and are committed to restoring your confidence in our company. If you have any further questions or would like to discuss this matter personally, please do not hesitate to contact us at [phone number] or [email address].

Thank you for bringing this to our attention and allowing us the opportunity to correct it. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]