

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Subject: Apology and Resolution for Damaged Merchandise

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced with your recent order from us, in which you received damaged merchandise. Please know that we take such matters seriously and deeply regret any disruption this has caused.

Upon review of your complaint and inspection of the photographs provided, it is clear that the products did not meet our standard of quality upon arrival. We appreciate you bringing this issue to our attention, enabling us to take immediate action.

To resolve this matter efficiently, we are pleased to offer the following solutions:

- A replacement of the damaged item(s) at no additional cost to you, to be shipped within [insert timeframe].
- A full refund to your original method of payment, should you prefer not to receive a replacement.
- Alternatively, we can arrange for the damaged merchandise to be repaired, if this is preferable.

Please let us know your preferred resolution option by responding to this letter or calling our customer service at [insert phone number]. We will act promptly according to your instructions.

Once again, we sincerely apologize for any inconvenience and thank you for giving us the opportunity to make things right. Your satisfaction is very important to us, and we value your continued trust in our company.

Should you have any additional questions or concerns, please do not hesitate to contact us.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]