

Date: [Insert Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]
[Email Address]

Dear [Customer Name],

We are writing to extend our sincerest apologies regarding your recent experience with us, in which you received damaged goods with your order ([Order Number or Details], placed on [Order Date]). We understand that you expected your purchase to arrive in perfect condition and we deeply regret any inconvenience this situation may have caused.

At [Company Name], we are committed to providing high-quality products and reliable service to all our valued customers. Unfortunately, on this occasion, we did not meet those standards, and for that, we are truly sorry.

Please be assured that we are taking immediate action to resolve this matter. We have arranged for a replacement item to be shipped to you at no additional cost. If you prefer, we can instead provide a full refund. Kindly let us know your preferred course of action, and our customer service team will ensure a prompt response.

We are also reviewing our packaging and shipping procedures to prevent similar incidents in the future. Your feedback is important to us, and we appreciate your patience and understanding as we work to improve our processes.

Once again, we apologize for this inconvenience and thank you for giving us the opportunity to make it right. If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for your understanding and continued trust in [Company Name].

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