

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

I am writing on behalf of [Your Company Name] to sincerely apologize for the inconvenience and disappointment caused by receiving damaged goods with your recent order (Order Number: [Insert Order Number]).

We acknowledge the issue with your order and take full responsibility for the defect. At [Your Company Name], we are committed to delivering high-quality products and exceptional service to all our customers. We regret that we did not meet these standards in your recent experience.

Please rest assured that we are taking immediate steps to resolve this matter. We will be shipping a replacement for the damaged item(s) at no additional cost to you. The replacement should arrive within [Number of Days] business days. If you have any further requirements regarding the replacement, please let us know so we can accommodate your request.

We appreciate your patience and understanding. Your satisfaction is very important to us, and we are dedicated to making this right. If you have any further concerns or questions, feel free to contact us at [Customer Service Email] or [Customer Service Phone Number].

Once again, we apologize for any inconvenience this may have caused and thank you for giving us the opportunity to resolve the issue. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]