

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding your recent shipment (Order No. [Order Number]) received on [Shipment Date]. We deeply regret any inconvenience you have experienced due to the damaged items included in your order.

Upon receiving your complaint and after a thorough review of the matter, we have identified the damaged products as [List Damaged Items]. We understand how important it is for you to receive your goods in perfect condition, and we sincerely apologize for this unfortunate occurrence.

To resolve this issue, we have arranged for a replacement of the affected items to be dispatched immediately. The replacement shipment (Tracking No. [Tracking Number]) is scheduled for delivery by [Estimated Delivery Date]. If you have not received the replacement by this date, please contact us directly, and we will take further steps to ensure prompt delivery.

Your satisfaction is very important to us, and we appreciate your patience and understanding in this matter. We value your business and are committed to providing you with quality products and services. Should you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Phone/Email].

Once again, we apologize for any inconvenience this may have caused and thank you for giving us the opportunity to resolve this issue.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]