

Date: [Insert Date]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you experienced upon receiving a damaged item from your recent order with us. At [Your Company Name], we take great pride in delivering high-quality products, and we deeply regret that we did not meet your expectations this time.

Please accept our heartfelt apology for this matter. We understand how disappointing it must be to receive a defective product, and we value your trust in our company.

To resolve this issue, we have initiated our replacement procedure. A new, undamaged item will be shipped to you at no additional cost. You will receive an email with your tracking information as soon as your replacement is on its way.

If the return of the damaged product is necessary, we will include clear instructions and a prepaid shipping label with your replacement item. Simply follow the directions provided to return the original product at your convenience.

We are committed to ensuring your complete satisfaction and appreciate your patience and understanding. Should you have any further questions or require additional assistance, please do not hesitate to contact our customer support team at [Customer Service Contact Information].

Thank you for giving us the opportunity to make this right. We greatly value your business and look forward to serving you again.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]