

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent claim for the damaged clothing item, [Item Name/Description], purchased on [Purchase Date]. We sincerely apologize for any inconvenience this issue may have caused you.

After careful evaluation of your claim and inspection of the returned item (Reference No.: [Claim/Order Number]), we have determined that the damage was due to [brief description of findings, e.g., a manufacturing defect/shipping damage]. As a result, your claim has been approved.

We are pleased to offer the following resolution:

- **[Choose: Refund/Replacement/Repair]** of the damaged item.
- If a refund: A refund of **[Refund Amount]** will be issued to your original payment method within [Number] business days.
- If a replacement: A replacement item will be shipped to your address at no additional cost. You will receive a tracking number once the shipment is processed.
- If a repair: Your item will be repaired and returned to you within [Number] business days. We will keep you updated on the progress.

If you have further questions or require assistance, please feel free to contact our Customer Service Team at [Customer Service Email/Phone Number]. We value your satisfaction and appreciate your patience throughout this process.

Thank you for giving us the opportunity to resolve this matter. We look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Position/Department]

[Company Name]

[Company Contact Information]