

# Formal Apology Letter for Damaged Merchandise Replacement

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced with your recent order, [Order Number], which, regrettably, arrived in a damaged condition. At [Company Name], we are committed to providing our customers with the highest quality products and service, and we deeply regret that we did not meet your expectations in this instance.

Upon receiving your notification regarding the damaged merchandise, we immediately investigated the matter and have taken the necessary steps to prevent similar occurrences in the future.

As part of our commitment to your satisfaction, we are processing a prompt replacement for your damaged item(s), which will be shipped to your address at no additional cost. You can expect to receive the replacement within [replacement timeframe]. Should you prefer a refund instead, please let us know, and we will expedite the process for you.

Please accept our sincerest apologies for any inconvenience this may have caused. If you have any questions or require further assistance, do not hesitate to contact our customer support team at [Customer Support Email/Phone Number].

Thank you for bringing this matter to our attention and allowing us the opportunity to resolve it. We greatly value your business and look forward to serving you better in the future.

Yours sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]