

Sample Adjustment Letter with Apology for Defective and Damaged Goods

Date: [Insert Date]

To:

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

We would like to sincerely apologize for the inconvenience caused due to the receipt of defective and damaged goods in your recent order ([Order Number/Reference]). We deeply regret that our products did not meet the high standards of quality you expect from us and assure you that your concerns have been given our immediate attention.

Upon reviewing your claim and inspecting the returned items, we acknowledge that the issues you described were present. We are committed to resolving this matter as quickly as possible to your full satisfaction.

As a corrective measure, we are offering you the following options:

- Replacement of the defective items at no additional cost to you, to be dispatched promptly.
- If you prefer, a full refund will be processed to your original payment method.

Please let us know your preferred option, and we will ensure swift action.

To prevent similar incidents in the future, we are reviewing our quality control processes and reinforcing our standards with our production and shipping teams.

Once again, we apologize for any inconvenience this may have caused and thank you for bringing this matter to our attention. Your satisfaction is very important to us, and we appreciate your continued trust in our company. Should you have any further concerns, please do not hesitate to contact us directly at [Contact Information].

Thank you for your understanding and patience.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]