

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We would like to sincerely apologize for the inconvenience caused by the recent delivery associated with your order number [Order Number]. We deeply regret that not only was your order incomplete, but some of the items you received also arrived in damaged condition.

At [Company Name], we are committed to providing our customers with products and services of the highest quality. We understand your disappointment and frustration, and we take full responsibility for this unfortunate situation.

To rectify this, we have already initiated the dispatch of the missing and replacement items at no additional cost to you. You can expect these to arrive within [insert estimated delivery time]. If you would prefer a refund instead, please let us know your preference, and we will process it promptly.

We are also conducting a thorough review with our shipping and quality control teams to ensure incidents like this are avoided in the future.

Once again, we apologize for any inconvenience this may have caused. We value your trust in us and are committed to making things right. If you have any further questions or concerns, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and continued patronage.

Sincerely,

[Your Name]

[Your Position/Title]

[Company Name]

[Contact Information]