

# Adjustment Letter Sample with Refund for Damaged Clothing Item

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing the issue with your recent purchase to our attention. We are sorry to learn that the clothing item you received was damaged upon arrival. We understand how disappointing this must be and sincerely apologize for any inconvenience this may have caused.

At [Your Company Name], we are committed to providing high-quality products and excellent customer service. As a gesture of our commitment, we are issuing a full refund of [Refund Amount] to your original payment method. You should see this credit reflected on your account within [number of days, e.g. 5-7 business days].

Additionally, if you would like a replacement item sent to you, please let us know and we will arrange for one to be shipped at no extra cost.

Once again, we apologize for any inconvenience this has caused. Thank you for giving us the opportunity to resolve this matter. If you have any further questions or need assistance with your refund, please contact us at [Customer Service Phone Number] or [Customer Service Email Address].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]