

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

We sincerely appreciate your recent purchase and would like to thank you for choosing [Your Company Name]. It has come to our attention that the item you received was damaged during shipping, and we deeply regret any inconvenience or disappointment this may have caused.

Please accept our heartfelt apology for this unfortunate experience. At [Your Company Name], we are committed to providing only the highest quality products to our valued customers, and it is always our priority to address any issues as quickly as possible.

To resolve this matter, we have already arranged for a replacement item to be shipped to your address. The tracking number is [Insert Tracking Number], and the package is expected to arrive within [Insert Estimated Delivery Time]. There is no need to return the damaged item, but if you would like us to assist with its disposal or return, please let us know.

Your satisfaction is extremely important to us, and we are taking steps to ensure this does not happen again in the future. If you have any further questions, concerns, or if there is anything else we can do to make this right, please do not hesitate to contact us at [Customer Service Email/Phone Number].

Thank you for your understanding and for giving us the opportunity to resolve this issue. We value your business and look forward to serving you again soon.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]