

Sample Adjustment Letter with Replacement Offer for Damaged Product

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing your concern regarding your recent purchase from [Company Name] to our attention. Please accept our sincere apologies for any inconvenience caused by receiving a damaged product. We understand how disappointing this must be for you, and we are committed to resolving this matter promptly.

After reviewing your complaint and the details provided, we acknowledge that the item you received did not meet our quality standards. Please rest assured that we are taking this matter seriously and have initiated an internal review to prevent similar issues from occurring in the future.

To rectify this situation, we would like to offer a replacement for the damaged product at no additional cost to you. The replacement item will be shipped to your address within [number of days] business days. You do not need to return the damaged product; however, if you prefer, we can arrange for a return at your convenience.

We value your business and appreciate your understanding and patience. If you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [customer service phone number] or [customer service email].

Once again, we apologize for the inconvenience and thank you for giving us the opportunity to make things right. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]