

Apology Letter for Damaged Goods and Free Replacement Offer

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

We would like to sincerely apologize for the inconvenience you experienced upon receiving your recent order from [Your Company Name]. It has come to our attention that the goods you received were unfortunately damaged during transit. Please accept our heartfelt apologies for any frustration or disappointment this may have caused.

At [Your Company Name], we are committed to providing high-quality products and exceptional service. We understand that receiving damaged items does not reflect the standards we strive to uphold. We take customer satisfaction very seriously and value your trust in our business.

To resolve this matter swiftly, we are pleased to offer you a free replacement of the damaged goods. Your replacement order will be processed immediately and shipped to your address at no additional cost. You do not need to return the damaged items; however, if you wish to do so for your records, please let us know, and we will arrange prepaid return shipping.

Once again, we apologize for any inconvenience this may have caused. We appreciate your understanding and the opportunity to correct this issue. If you have any further questions or need assistance, please do not hesitate to contact us at [Your Contact Information] or reply to this email.

Thank you for your continued support and understanding. We look forward to serving you again and ensuring your satisfaction with every purchase.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]