

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused by the receipt of a damaged package from [Your Company Name]. We understand how disappointing this experience must have been, and we regret that our usual standards of quality were not met in this instance.

Please be assured that we are taking this matter seriously. We have already initiated the process for a prompt replacement of your order: [Order Number/Details]. Your replacement package is scheduled to be shipped within [Timeframe], and you will receive tracking information shortly.

We value your satisfaction and are committed to providing a positive experience. In addition to the replacement, our customer service team is available at [Customer Support Contact Information] should you have any additional questions or require further assistance.

Thank you for bringing this issue to our attention and for giving us the opportunity to make it right. We genuinely appreciate your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]