

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, ZIP Code]

[Email Address]

Subject: Response to Damaged Goods Claim â€“ [Order/Invoice Number]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent order ([Order/Invoice Number]) and notifying us about the damaged items you received. We sincerely apologize for any inconvenience this may have caused.

After reviewing the details of your claim, including the evidence provided, we acknowledge that the goods were indeed damaged upon arrival. We greatly value your business and assure you that we are committed to resolving this matter promptly.

As a resolution, we would like to offer you the following options:

- A full replacement of the damaged goods at no additional cost, to be shipped within [insert timeframe].
- A full refund of the purchase price, to be processed within [insert timeframe].

Please let us know your preferred option, and we will proceed accordingly.

Once again, we apologize for the inconvenience and appreciate your understanding and cooperation. We look forward to continuing our valued business relationship.

If you require further assistance or have any questions, please do not hesitate to contact us at [Your Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Phone Number]

[Email Address]