

[Your Company Letterhead]
[Date]

[Customer Name]
[Customer Address]
[City, State ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you experienced as a result of receiving broken fragile goods with your recent order ([Order Number]) placed on [Order Date]. We understand how disappointing this must be and greatly appreciate you bringing this matter to our attention.

Upon investigating the issue, we discovered that the damage occurred during transit, despite our best efforts to package our items securely. We are currently working closely with our shipping partner to review and enhance our packaging procedures to prevent such incidents in the future.

To rectify this situation, we have arranged for a replacement shipment to be sent to your address at no additional cost. Should you prefer a refund or an alternative solution, please let us know and we will be happy to accommodate your request.

Please accept our heartfelt apologies for any inconvenience or disappointment this may have caused. Your satisfaction is very important to us, and we are committed to making this right.

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 Address].

Thank you for your understanding and for giving us the opportunity to resolve this matter.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]