

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 goods damaged during shipping on your recent order (Order #[Order Number], placed on [Order Date]). At [Company Name], we take great pride in the quality of our products and the care with which we fulfill each order; therefore, it is with great regret that we learned of the issue you experienced.

Please be assured that we are taking immediate action to address this matter. We will be dispatching a replacement for the damaged items at no additional cost to you. If you would prefer a refund instead, kindly let us know, and we will process it promptly. Our team is also working closely with our shipping partners to understand how this occurred and to prevent similar incidents in the future.

We value your business and appreciate your understanding as we resolve this situation. If you have any further concerns or require assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Once again, we apologize for any disruption this may have caused, and we thank you for giving us the opportunity to make things right. We look forward to continuing to serve you and meeting your expectations.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]