

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience caused by the damaged goods you recently received from our company. We understand how disappointing it is to receive a product that does not meet your expectations, and we regret any disruption this may have caused you.

Upon receiving your return and inspecting the item, we have confirmed the damage was present. Please accept our apologies for this oversight. At [Your Company Name], we are deeply committed to delivering high-quality products and exceptional customer service. We take this matter seriously and are taking steps to ensure it does not happen again.

To resolve this issue promptly, we have already arranged for a replacement item to be shipped to you at no additional cost. You can expect to receive your replacement within [insert timeframe]. If you have any concerns or require further assistance, please do not hesitate to contact our customer service team at [customer service phone number or email].

Thank you for bringing this to our attention and giving us the opportunity to make it right. We value your business and appreciate your understanding and patience in this matter. We hope to continue serving you and restoring your confidence in our products.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]