

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the inconvenience and disappointment caused by your recent experience with our company. It has come to our attention that the fragile items included in your order (Order #[Order Number]) arrived damaged. We understand how frustrating this situation must be and deeply regret any trouble it has caused.

At [Company Name], we take great care in packaging and shipping our products to ensure they reach our customers in perfect condition. Unfortunately, in this instance, it appears that our usual high standards were not met, and we are truly sorry for the oversight.

As a gesture of our commitment to customer satisfaction, we would like to offer you the following resolution:

- A replacement of the damaged items at no additional cost to you, shipped immediately.
- Alternatively, a full refund if you prefer not to receive a replacement.
- If neither of these options meets your needs, please let us know, and we will be happy to discuss further compensation.

Please reply to this letter or contact our customer service department at [Customer Service Email/Phone Number] with your preferred resolution. We are committed to ensuring you are fully satisfied with our response and appreciate your feedback so we may continue to improve our service.

Once again, we apologize for any inconvenience this may have caused and thank you for bringing the matter to our attention. We greatly value your business and hope to serve you better in the future.

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