

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing the issue with your recent purchase (Order #/[Order Number], [Product Name]) to our attention. We sincerely apologize for any inconvenience or disappointment caused by receiving a damaged item.

We strive to ensure that all our products reach our customers in excellent condition, and we regret that we did not meet this standard in your case. After reviewing your claim and the provided evidence, we have determined that offering you a partial reimbursement of [amount, e.g., \$XX.XX] is the most appropriate resolution under the circumstances.

The reimbursement will be processed to your original method of payment within [number of days, e.g., 5–7 business days]. If you have any further questions or concerns, or if you wish to discuss alternative solutions, please feel free to contact our customer service team at [phone number] or [email address].

We greatly value your business and appreciate your understanding. We hope this resolution restores your confidence in our products and services.

Sincerely,

[Your Name]

[Your Position/Title]

[Company Name]

[Contact Information]