

Adjustment Letter for Returned Damaged Goods

Date: [Insert Date]

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

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced with your recent order (Order No. [Order Number]) placed on [Order Date]. We have received the returned goods and, upon inspection, confirmed they were damaged during transit.

Please accept our sincerest apologies for any inconvenience this may have caused. At [Your Company Name], we strive to ensure that all products reach our customers in perfect condition, and we regret that we did not meet that standard in this instance.

To resolve this matter, we have taken the following actions:

- **Issued a full refund** to your original method of payment. You should see the credit reflected within [Number] business days.
- [OR] **Dispatched a replacement** for the damaged item. Your replacement is scheduled to arrive on or before [Date].
- [OR] **Issued a store credit** in the amount of [Amount], which can be used for any future purchase with us.

We value your patronage and appreciate your understanding. Please do not hesitate to contact us at [Contact Information] if you have further questions or require assistance.

Thank you for bringing this matter to our attention, and for giving us the opportunity to make it right.

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

Note: Please customize the sections in brackets as necessary.