

Date: [Insert Date]

[Client Name]
[Client Company Name]
[Client Address]
[City, State, ZIP Code]

Dear [Client Name],

We are writing to extend our sincere apologies for the inconvenience caused by the receipt of defective goods from our recent delivery dated [insert delivery date or invoice number]. We understand the disruption and disappointment this situation may have caused to your operations, and we deeply regret any challenges you have experienced as a result.

At [Your Company Name], we take pride in providing quality products and reliable service. We acknowledge that we did not meet those high standards in this instance, and for that, we are truly sorry.

To promptly resolve this matter, we have already arranged for a replacement shipment of the goods in question. The replacement will be shipped via [courier/shipping method], and we anticipate delivery on or before [expected delivery date]. Our team has taken extra care to thoroughly inspect these items to ensure they meet your expectations and our quality requirements.

Additionally, we have reviewed our quality control procedures and taken corrective measures with our team and suppliers to prevent similar issues from occurring in the future.

Your satisfaction and continued trust are extremely important to us. If there is anything further we can do to assist you, please do not hesitate to contact me directly at [your phone number] or [your email].

Thank you for your understanding and your continued partnership. We look forward to serving you better moving forward.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]
[Your Phone Number]
[Your Email Address]