

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced due to receiving a damaged electronics product (Order #[Order Number]) from [Your Company Name]. We understand how frustrating this situation must be, and we truly appreciate your patience in bringing this matter to our attention.

Please rest assured that providing quality products and excellent customer service is our utmost priority. We have thoroughly reviewed your case and would like to offer you the following resolution options:

- **Replacement:** We will ship you a brand new replacement unit immediately, at no additional cost to you.
- **Refund:** If you prefer, we can process a full refund for the damaged product once it has been returned to us.

Kindly let us know your preferred option by replying to this letter or contacting our customer support team at [Customer Support Phone Number] or [Customer Support Email Address]. A pre-paid return shipping label will be provided for the damaged item.

Once again, we deeply regret any inconvenience this has caused and assure you that we are taking steps to enhance our packaging and delivery processes to prevent such occurrences in the future.

Thank you for your understanding and for giving us the opportunity to make things right. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]