

Sample Adjustment Letter with Apology for Incorrect and Damaged Shipment

[Your Company Letterhead]

Date: [Insert date]

Customer Name: [Insert customer name]

Address: [Insert customer address]

Dear [Customer Name],

We sincerely appreciate your recent order with [Your Company Name] and thank you for bringing your concerns regarding your recent shipment (Order #[Order Number]) to our attention.

Please accept our sincerest apologies for the inconvenience and disappointment caused by receiving an incorrect and damaged item. We understand how important it is for our customers to receive their orders accurately and in perfect condition.

Upon reviewing your case, we have confirmed that an error occurred during the fulfillment process, resulting in both the wrong item being shipped and damage to the product during transit. We take full responsibility for this mistake and are committed to rectifying the situation promptly.

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

- A replacement order with the correct item has been processed and will be shipped to your address within [number] business days at no additional cost.
- A prepaid return label is enclosed for you to return the incorrect and damaged item at your convenience.
- As a token of our apology, we are including a [discount/refund/credit/gift card] of [specify amount or details] for your next purchase.

At [Your Company Name], we are dedicated to providing exceptional service and quality products to our valued customers. Thank you for your patience and understanding as we work to regain your trust.

If you have any further questions or need assistance, please do not hesitate to contact us at [customer service phone number] or [email address].

Once again, we apologize for this oversight and appreciate your continued business.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]