

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

Thank you for bringing the recent issue with your order ([Order/Invoice Number]) to our attention. We sincerely apologize for any inconvenience or disappointment caused by receiving damaged goods. At [Your Company Name], our goal is to deliver products of the highest quality, and we regret that we fell short of your expectations on this occasion.

Upon reviewing your claim and the supporting information you provided, we acknowledge that the damage occurred in transit and take full responsibility for this matter. To resolve this promptly, we are pleased to offer you the following compensation:

- A full refund of your purchase price **or**
- A replacement of the damaged item at no additional cost **or**
- A discount of [XX]% on your next purchase with us

Please let us know your preferred option so that we may expedite the resolution and ensure your complete satisfaction.

We value your business and appreciate your understanding. As a gesture of goodwill, we are also including free shipping on your next order.

If you have any further concerns or require assistance, please don't hesitate to contact our customer care team at [Customer Service Phone Number] or [Email Address].

Thank you for giving us the opportunity to address this matter. We look forward to continuing to serve you with the quality and service you expect from [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]