

Return Approval for Damaged Item

Dear [Customer Name],

Thank you for reaching out to us regarding the issue with your recent purchase, order number [Order Number]. We are sorry to hear that the item you received was damaged.

After reviewing your request, we are pleased to inform you that your return has been approved. Please follow the steps below to return the damaged item:

1. Repack the item securely in its original packaging.
2. Attach the return label provided in this email.
3. Drop off the package at your nearest shipping location.

Once we receive the returned item, we will process your refund/replacement as per your request.

If you have any further questions or need assistance, please do not hesitate to contact us at [Customer Service Email] or [Customer Service Phone Number].

Thank you for your understanding and cooperation.

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