

Dear [Customer's Name],

We hope this message finds you well. We are reaching out regarding the recent delivery of your order #[Order Number].

We sincerely apologize for the mishap that occurred during the delivery process. We understand how important it is for our customers to receive their orders on time and in perfect condition.

Our team has investigated the issue, and we are taking all necessary steps to ensure that similar problems do not occur in the future. Your satisfaction is our top priority, and we want to reassure you that we are committed to providing you with the best service possible.

To compensate for the inconvenience, we would like to offer you [compensation details, e.g., a discount, refund, or future credit]. Please let us know if you would like to proceed with this offer.

If you have any questions or need further assistance, please do not hesitate to reach out to us at [Contact Information].

Thank you for your understanding and patience in this matter. We value your business and are dedicated to making this right.

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