

# Damaged Package Report

Dear [Client's Name],

We hope this message finds you well. We are writing to inform you about an issue regarding your recent shipment with tracking number [Tracking Number]. Unfortunately, upon delivery, it came to our attention that the package was damaged.

Details of the damaged package are as follows:

- Order Number: [Order Number]
- Item Description: [Item Description]
- Delivery Date: [Delivery Date]
- Damage Description: [Description of Damage]

We sincerely apologize for any inconvenience this may have caused. To resolve this matter promptly, we would like to offer the following options:

1. Replacement of the damaged item.
2. Full refund of the item amount.

Please let us know which option you prefer, and we will process it as quickly as possible. Additionally, we recommend keeping the damaged package and any packing materials for further inspection, if needed.

Thank you for your understanding and cooperation.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]