

# Letter of Remorse for Defective Item Shipment

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

I hope this message finds you well. I am writing to express my sincerest apologies regarding the recent shipment of your order #[Insert Order Number]. It has come to my attention that the item you received was defective, which is not in line with the standards we uphold.

We understand how disappointing this must be for you, and we are truly sorry for any inconvenience this may have caused. Our team is committed to resolving this issue promptly, and we would like to offer you a replacement item at no additional cost, or a full refund if you prefer.

Please let us know how you would like to proceed. We value your business and appreciate your understanding in this matter. Thank you for your patience and support.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]