

Letter of Acknowledgment for Shipment Damage

Date: [Insert Date]

[Recipient Name]
[Recipient Address]
[City, State, Zip Code]

Dear [Recipient Name],

We are writing to formally acknowledge the receipt of your recent complaint regarding the damage sustained during the shipment of your order, [Order Number]. We sincerely apologize for the inconvenience this has caused you.

We have conducted an initial investigation and determined that the damage occurred during transit. Please rest assured that we are actively working with the shipping company to resolve this issue.

To expedite the process, please provide us with the following information:

- Photographs of the damaged item
- A description of the damage
- Your preferred resolution (replacement/refund)

Once we receive this information, we will process your claim promptly. Thank you for your understanding and patience throughout this matter.

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

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]
[Your Company Address]
[City, State, Zip Code]
[Your Contact Information]