

Apology Letter for Faulty Shipment

Dear [Customer's Name],

We sincerely apologize for the inconvenience caused by the faulty shipment you received from us on [date]. We understand how frustrating this can be, and we genuinely regret any trouble it may have caused you.

Your satisfaction is our top priority, and we are committed to resolving this issue promptly. We have initiated a review of your order #[Order Number] and will ensure that a replacement is shipped to you as soon as possible.

As a gesture of our goodwill, we would like to offer you a [discount, refund, or other compensation] on your next purchase. Please use the code [Code] at checkout.

Thank you for your understanding and patience during this time. Should you have any further questions or concerns, please do not hesitate to reach out directly at [contact information].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]