

Customer Support - Damaged Shipment

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent order #[Order Number]. We sincerely apologize for the inconvenience caused by the damaged shipment you received.

We understand how frustrating this must be for you, and we want to resolve this issue as quickly as possible. Please provide us with the following details:

- A brief description of the damage
- Photos of the damaged item and packaging

Once we receive this information, we will expedite the replacement process and ensure that you receive your order in perfect condition.

Thank you for your patience and understanding. We are here to help you!

Sincerely,
[Your Name]
Customer Support Team
[Company Name]
[Contact Information]