

Letter of Explanation and Apology

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the damage caused to the [specific goods/items] that occurred on [specific date]. We take full responsibility for this unfortunate incident.

The damage was caused by [brief explanation of the circumstances leading to the damage]. We understand the importance of these goods to you, and we are truly sorry for any inconvenience this may have caused.

To rectify the situation, we would like to offer [solution such as a replacement, refund, etc.]. Please let us know how you would like to proceed, and we will ensure prompt action.

Thank you for your understanding and patience in this matter. We value your business and are committed to making this right.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]