

# Formal Apology Letter

Date: [Insert Date]

[Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally apologize for the recent delivery of damaged goods that you received on [date of delivery]. We understand that this has caused an inconvenience for you, and we take full responsibility for the situation.

At [Your Company Name], we strive to ensure that all our products meet high standards of quality and reliability. Unfortunately, in this instance, we fell short of our own expectations.

We have already investigated the matter and taken steps to ensure that this does not happen again in the future. We are currently processing a replacement for the damaged items and will expedite the shipping to minimize any further inconvenience.

We sincerely regret any trouble this has caused and appreciate your understanding as we work to resolve this matter. Please feel free to reach out to me directly at [Your Phone Number] or [Your Email Address] if you have any further questions or concerns.

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]