

Apology Letter for Damaged Shipment

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience caused due to the damaged shipment you received from us on [insert date]. We understand how important it is for our customers to receive their orders in perfect condition and we are truly sorry that we fell short in this instance.

We take full responsibility for the condition of the package and are currently investigating how this occurred to prevent it from happening in the future. Your satisfaction is our top priority and we value your trust in us.

As a gesture of goodwill, we would like to offer you a [insert compensation, e.g., refund, replacement, discount] to make up for this inconvenience. Please let us know how you would prefer to proceed.

Once again, I apologize for any frustration this may have caused you. Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]