

Damaged Shipment Inquiry Response

Date: [Insert Date]

From: [Your Company Name]

To: [Customer's Name]

Subject: Response to Damaged Shipment Inquiry

Dear [Customer's Name],

Thank you for reaching out regarding your recent shipment with us. We are sorry to hear that your order #[Order Number] arrived damaged.

Please provide us with the following details to assist you further:

- Photos of the damaged items
- Tracking number
- A brief description of the damage

Once we receive this information, we will investigate the issue promptly and work towards a resolution.

We appreciate your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]