

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the inconvenience you experienced with your recent order of [Product Name]. It has come to our attention that the item arrived damaged, and we understand how frustrating this can be.

Your satisfaction is our top priority, and we take great pride in the quality of our products. We are currently investigating this issue to ensure it does not happen again in the future.

As a gesture of goodwill, we would like to offer you a replacement for the damaged item at no extra cost or a full refund, whichever you prefer. Please let us know your choice, and we will process it immediately.

Thank you for your understanding and patience during this time. If you have any more questions or concerns, please feel free to reach out to us at [Customer Service Phone Number] or [Customer Service Email].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]