

Apology for Damaged Goods

[Your Name]

[Your Position]

[Your Company's Name]

[Your Company's Address]

[City, State, Zip Code]

[Email Address]

[Date]

[Recipient's Name]

[Recipient's Position]

[Recipient's Company's Name]

[Recipient's Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally apologize for the inconvenience caused by the damaged goods delivered to your company on [date of delivery]. We understand that the quality of our products is paramount to your satisfaction and we are sincerely sorry for this oversight.

Upon investigation, we discovered that the damage was a result of [brief explanation of the cause of damage, e.g. improper handling during shipping]. We take full responsibility for this incident and assure you that we are taking the necessary steps to prevent any recurrence in the future.

To rectify this situation, we would like to offer you [explain solution, e.g. a replacement, refund, discount]. We value your partnership and want to make this right as soon as possible.

Thank you for your understanding and patience during 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.

Warm regards,

[Your Name]

[Your Position]

[Your Company's Name]