

# Subject: Response to Your Damaged Shipment Notification

Dear [Customer's Name],

Thank you for bringing the issue of your recent shipment to our attention. We are truly sorry to hear that your order #[Order Number] arrived damaged.

Please accept our sincerest apologies for any inconvenience this may have caused. We understand how important it is for you to receive your items in perfect condition, and we regret that we fell short this time.

To resolve this matter, we would like to offer you the following options:

- A full refund of your purchase
- A replacement shipment at no additional cost

Please let us know which option you prefer by replying to this email. We will prioritize processing your request promptly.

Again, we sincerely apologize for the trouble and appreciate your understanding. Thank you for your continued support.

Best regards,

[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]