

Apology Letter for Damaged Product

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the condition in which you received your recent order of [Product Name]. We take great pride in the quality of our products, and it is disappointing to hear that we did not meet your expectations this time.

We understand how frustrating it can be to receive a damaged item, and we are truly sorry for any inconvenience this may have caused you. Please rest assured that we are committed to resolving this issue promptly.

To rectify this situation, we would like to offer you a replacement for the damaged product at no additional cost. Alternatively, if you prefer, we can process a full refund. Please let us know your preference, and we will take care of the matter as quickly as possible.

Once again, I apologize for any trouble we may have caused. We value your business and appreciate your understanding. Thank you for your patience, and we look forward to serving you better in the future.

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