

Apology for Damaged Goods

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience caused by the delivery of a damaged item you received from us on [date of delivery]. We strive to ensure that our products reach our customers in perfect condition, and it is regrettable that this was not the case.

We take full responsibility for this oversight and understand the frustration it may have caused. Please rest assured that we are taking immediate steps to investigate this matter and prevent similar incidents in the future.

To make amends, we would like to offer you a full refund or a replacement for the damaged item. Please let us know which option you prefer, and we will arrange it promptly.

Thank you for your understanding and patience in this matter. We value your business and aim to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]