**RE: APOLOGY AND REPLACEMENT OF DAMAGED GOODS**

Dear [CONTACT NAME],

I do hereby confirm and acknowledge the receipt of your complaint regarding the damaged [PRODUCTS] that we recently shipped to your company. Please accept my apologies for this incident.

I was very disappointed to learn that the [PRODUCTS] arrived damaged at your facility in [CITY, STATE/PROVINCE] on [DATE]. As you have requested, a new shipment for [PRODUCT AND QUANTITY] has left our warehouse this morning and is scheduled for delivery on [DATE], at around [TIME]. Please hand the damaged goods to the driver of this delivery.

I apologise for this incident and appreciate your continued patronage. As thanks for being one of our best clients, I want to offer you a special discount of [%] on [PRODUCT AND QUANTITY] if you place an order before [DATE].

Please do not hesitate to contact me should you have any questions.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUR EMAIL]

