Hello [Surname]!

Please accept my apologies on behalf of the company for the damaged product we sent you.

We're sorry that your product was able to get past our quality checks; our team works hard to establish reliable quality assurance procedures. I'm sorry this caused you so much trouble.

I have two suggestions for putting things right:

[Example 1: a complete refund]

[Alternative solution 2: buy a new product, for instance]

You just have to tell me what works best for you, and I'll take care of the rest.

Your patience is greatly appreciated.

([YOUR SIGNATURE HERE])