

{Sender Address}

{Phone}

{Email}

{Date}

{Recipient Name}

{Company Name}

{Address}

Dear **{Mr./Mrs. Name}**,

Thank you for bringing our attention to Order # **{Number}**. We apologize for the damage that your item received during transit. We are sending you a replacement immediately. It should arrive no later than **{date}**.

Included in this envelope is a return label. Please attach it to the original packaging and send the damaged product and all of its accessories back to our facilities. No postage is required. Please return the incorrect item within **{number}** days.

Thank you for your feedback and again, we apologize for the error.

Sincerely,

{Sender}