

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Apology and Replacement of Damaged Goods

Dear :

We are so sorry that the lamps you received were broken. The shipping company assured us that all steps were being taken to insure that the lamps would arrive in perfect condition. We have scheduled a pick-up for the damaged goods and have shipped another order of the lamps with a different company. You should receive this second shipment in good condition and within 2-3 weeks.

Once again, thank you for your patience in this matter. If you have any questions or concern, please do not hesitate to contact us.

Sincerely,

N A M E