Date:

To

[The Recipient Name]  
[Address]

Dear Ms. Sarah,

With deep regret, I am writing this letter to respond to your complaint, that you filed on 5th August 20XX, regarding the damaged goods.

ABC Limited has always been a customer-focused company, and we believe in providing high-quality products to satisfy our customers to the fullest. Due to this, our quality check is very strict. As you are one of our major customers, every time you place an order, I personally check the goods before delivering them to you. The goods were fine, however, you received them in a faulty state. After your complaint, we investigated the case and found that our packaging department is responsible for this mistake. They did not handle the fragile goods properly, which resulted in the delivery of damaged goods to your company.

We are extremely sorry for this mistake, and we are ready to exchange all the damaged goods immediately. As compensation for your delayed sales, we are sending a refund cheque with this letter, which is equivalent to 15% of the order amount. Further, we have issued a warning to the packaging department manager as well.

We hope that this will resolve the issue, and we will continue having a good relationship with your company. We apologize again for our mistake.

Thank you for your understanding.

Regards,

John Wilson.