

# LETTER OF ADJUSTMENT

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Dear [Customer Name],

We are sorry to hear that the product you recently purchased from us arrived damaged. We take pride in providing high-quality products and we understand the inconvenience this has caused you.

We have reviewed the details of your order and have determined that a replacement product will be the best solution to resolve the issue. We will be shipping a new product to you as soon as possible. You can expect to receive the replacement product within the next [insert timeframe] days.

We understand that this situation has caused frustration and inconvenience, and we would like to offer our sincerest apologies. We will make sure that the replacement product is carefully inspected to ensure that it is in perfect condition before it is shipped to you.

If you have any further concerns or questions, please don't hesitate to contact us directly. We value your business and want to make sure that you are completely satisfied with your purchase from our company.

Thank you for your understanding and patience as we work to resolve this issue.

Sincerely,

[Your Name]

[Your Title]

[Your Company]