

Shipping Damage Acknowledgement Message

Subject: So Sorry About Your Damaged Package - We're Making It Right!

Hi [Customer Name],

Oh no! We're truly sorry to hear that your [Item Name] arrived damaged. We know how disappointing it must be to receive a package in less than perfect condition, especially when you've been looking forward to it.

We've immediately flagged this issue with our shipping partner and documented your case for future prevention. These things shouldn't happen, and we take full responsibility.

Here's what we're doing to make this right:

- Immediate replacement being prepared for priority shipping
- Full refund processing simultaneously (you choose which you prefer)
- Investigation with carrier to prevent future occurrences
- Complimentary upgrade to expedited shipping for your replacement

You don't need to return the damaged item - please dispose of it as you see fit or keep any salvageable parts.

We truly value your business and want to restore your confidence in our service. Your replacement will arrive within 2-3 business days.

Warmly,

[Name]

Customer Care Specialist

[Company Name]

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