[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: NOTICE OF CREDIT FOR MERCHANDISE DAMAGED IN SHIPMENT**

Dear [CONTACT NAME],

This communication is to acknowledge receipt of your correspondence of [DATE], in which you requested an adjustment, in the form of a credit, to your account for merchandise damaged in transit.

Please be advised that your account has been credited with the amount of [AMOUNT], as of [DATE]. We apologise for any inconvenience that this may have caused you.

Thank you for your cooperation and understanding in this matter.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]