[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: RETURN AUTHORISATION**

Dear [CONTACT NAME],

Your letter dated [DATE] in which you described the condition of the [ITEM] that you had ordered from us has been brought to my attention. We are very sorry that this merchandise was damaged in transit.

Please return the damaged goods to us by replacing the merchandise in its original carton, inside a slightly larger box, and securely attaching a copy of your letter to us on the outside of the package. Upon our receipt of the merchandise, we will immediately send you a replacement and a cheque to reimburse you for the extra shipping expense.

I apologise for any inconvenience, but this procedure must be followed for insurance purposes.

Thank you for your understanding and patience.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]