# Adjustment Letter Template For Refund

**Lake Covarde Supplies**

Address:   
Phone: (61) 00 0000 000 000 / Mob: (61) 0000 000 000  
  
(Date)

**Mr Adelaide Johnson**   
Address:  
  
**Subject**: Refund of Damaged Goods  
  
**Dear** Mr Johnson,

I have just received your letter regarding the shipment of damaged goods you received through Lake Covarde Supplies. I regret the inconvenience that it has caused you.

As per your claim and details regarding the matter, it has been found that your claim of $2000 for the broken furniture stands legitimately. We have already dispatched the cheque through registered mail at the address provided by you. It will reach at your doorsteps within 2 working days. The damage to your items was a result of a mishap whilst transporting it. It was an unfortunate accident and a big mistake that the items were not checked before delivery. We take all the responsibility for the damage and the inconvenience caused to you.

I must remind you to keep the damaged items in the same condition in which you received them until our representatives can inspect them. The inspection should take place within 2 weeks. You will be informed beforehand so that you can provide us with the timings which suit you the most.

I am sure that this unfortunate accident will not hamper our relationship in the time to come.  
  
**Sincerely**,

**Mr. ABC** Customer Relations

**Lake Covarde Supplies**