

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience you experienced with our service. We are committed to providing our customers with the highest level of service, and it appears we fell short in your case.

Please know that we are taking your feedback seriously. We have already started reviewing our processes to prevent similar issues in the future. Your satisfaction is our top priority, and we will make every effort to ensure that this situation is resolved promptly.

Thank you for bringing this to our attention and for giving us the opportunity to make things right. If there is anything further we can do to assist you, please do not hesitate to reach out.

Sincerely,

[Your Name]

[Your Position]

[Company Name]