

Dear [Customer's Name],

I hope this message finds you well. I am writing to personally apologize for the inconvenience you experienced with our service. We deeply regret any frustration or disappointment this has caused.

Please know that your feedback is invaluable to us, and we are committed to ensuring such issues are addressed promptly. Our team is actively working to resolve the matter, and we are taking steps to prevent similar occurrences in the future.

We appreciate your understanding and patience during this time. Thank you for bringing this to our attention and allowing us the opportunity to make it right.

Sincerely,

[Your Name]

[Your Position]