

Subject: Our Apology and Commitment to Improvement

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the inconvenience you recently experienced with our product/service. We understand how important it is for us to meet your expectations, and we are truly sorry for not doing so this time. To address this issue, we have taken immediate steps to ensure it does not happen again. We have [briefly explain specific action taken to resolve issue]. Additionally, we are [mention any improvement plans, like additional training or a process review].

Your feedback is invaluable to us, and we are committed to making things right. As a token of our commitment to you, we would like to offer [mention any compensation, if applicable].

Thank you for bringing this to our attention and allowing us the opportunity to improve. Please don't hesitate to reach out if you have any more questions or concerns.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]