

Subject: We're Sorry for Your Recent Experience

Dear [Customer's Name],

I hope this message finds you well. I wanted to personally reach out and express our sincerest apologies for the inconvenience you experienced with [specific issue]. We truly value your feedback and are so sorry to hear that your experience was not up to the high standard we strive for. It is always our goal to ensure our customers are completely satisfied, and it's clear from your experience that we have let you down. Please know that we are taking your feedback seriously and have already begun implementing measures to ensure this doesn't happen again.

To make amends, we would like to offer [insert compensation, if applicable]. More importantly, we want to assure you that your satisfaction is our top priority.

Thank you for bringing this to our attention and for giving us the opportunity to make things right. Please feel free to reach out to me directly at [contact information] if you have any further concerns or needs.

Warm regards,

[Your Name]

[Your Position]

[Company Name]