

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, ZIP Code]

Dear [Customer's Name],

Thank you for bringing your recent experience to our attention. At [Your Company Name], we are committed to providing the highest level of service, and we regret that we fell short of your expectations on this occasion.

We sincerely apologize for the inconvenience and frustration caused by [briefly describe the poor service or issue, e.g., "the delayed delivery of your order" or "the incorrect processing of your transaction"]. We understand how disappointing this must have been for you.

Please be assured that we have investigated the matter and are taking immediate steps to prevent a recurrence. Your feedback is invaluable in helping us improve our services, and we are grateful for the opportunity to make things right.

As a gesture of goodwill and to demonstrate our commitment to your satisfaction, we would like to offer you [describe compensation, e.g., "a full refund," "a complimentary replacement," or "a \$50 gift voucher"], which you may redeem at your convenience. Please find the details enclosed/attached.

Once again, we apologize for any inconvenience this experience may have caused. We value your patronage and hope to restore your confidence in our company. If you have any further concerns or require additional assistance, please do not hesitate to contact me directly at [contact information].

Thank you for giving us the opportunity to make amends.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]