

## Sample Letter Offering Refund for Unsatisfactory Service Received

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We would like to extend our sincerest apologies for the recent experience you encountered with our services. We greatly value your feedback, and we are truly sorry that our service did not meet your expectations on this occasion.

At [Your Company Name], we strive to ensure all our customers receive the highest standard of service. After reviewing your concerns regarding [briefly describe the nature of the unsatisfactory service], we acknowledge the inconvenience caused and completely understand your disappointment.

To address this matter and as a gesture of our commitment to customer satisfaction, we are pleased to offer you a full refund of [refund amount], which will be processed to your original method of payment within [number] business days.

We sincerely hope this resolution meets your expectations and restores your faith in our company. Please let us know if there is anything further we can do to assist you or if you have additional feedback.

Thank you for bringing this to our attention and giving us the opportunity to make it right.

Yours sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]