

Date: [Insert Date]

[Recipient Name]

[Recipient Title/Position]

[Company Name]

[Company Address]

Subject: Apology and Resolution for Shipment of Inferior Quality Products

Dear [Recipient Name],

We are writing to sincerely apologize for the shipment of products that did not meet the quality standards you rightfully expect from us. We fully understand your disappointment and greatly regret any inconvenience or disruption this may have caused to your operations.

Upon receiving your feedback regarding the [describe product or order details], we conducted a thorough investigation. It is clear that the quality of the items delivered fell below our commitment to excellence. Please accept our deepest apologies for this oversight.

As part of our resolution process, we would like to offer the following corrective actions:

- **Replacement:** We will arrange for the immediate shipment of replacement products that meet our quality standards.
- **Refund:** Should you prefer, we can issue a full refund for the affected items.
- **Other corrective measures:** If there are additional ways we can rectify the situation to your satisfaction, please let us know, and we will do our utmost to comply.

Our team is committed to preventing such occurrences in the future, and we have implemented additional quality control measures to ensure that our products consistently adhere to the highest standards.

We greatly value your trust in us, and we appreciate your patience and understanding as we resolve this matter. Please do not hesitate to contact me directly at [contact information] if you have any further questions or require immediate assistance.

Once again, please accept our apologies and gratitude for giving us the opportunity to correct this error. We look forward to continuing our partnership based on mutual respect and quality assurance.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]