

[Your Company Letterhead]

[Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you recently experienced with our service on [date/situation reference]. At [Your Company Name], we take great pride in ensuring our customers' satisfaction, but we did not meet those expectations this time.

After thoroughly reviewing the circumstances, we acknowledge that [briefly describe the service failure, e.g., "your order was delayed" or "the delivered product did not meet the promised specifications"]. We understand how frustrating and disappointing this must have been for you, and we take full responsibility for this lapse in our service.

As a gesture of our commitment to you and to help make up for the inconvenience, we are offering [describe compensation, e.g., "a full refund," "a discount on your next purchase," or "a complimentary replacement"]. Please find the details of your compensation enclosed/attached. We hope this will help restore your confidence in our company.

Please rest assured that we have implemented measures to ensure that similar issues do not occur in the future. Your feedback is extremely valuable to us, and it is helping us improve the quality of our services.

If there is anything else we can do to further address your concerns, please do not hesitate to contact our customer service team at [phone number] or [email address].

Once again, we sincerely apologize for any inconvenience this may have caused and thank you for giving us the opportunity to make it right.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]