

[Your Company Letterhead]

[Date]

[Client's Name]

[Client's Address]

[City, State, ZIP Code]

Dear [Client's Name],

Subject: Formal Apology for Recent Product Experience

I am writing on behalf of [Your Company Name] to sincerely apologize for the dissatisfaction you experienced with our product, [Product Name/Description]. We truly regret any inconvenience or frustration this has caused you.

At [Your Company Name], we pride ourselves on delivering quality products and exceptional service to our valued clients. We acknowledge that, in this instance, we fell short of your expectations, and we take full responsibility for the situation. Please be assured that your feedback is extremely important to us, and we are committed to thoroughly investigating and addressing the issues you raised.

To rectify this matter, we would like to offer [describe solution or compensation, e.g., a replacement, refund, or credit]. Additionally, we are reviewing our internal processes to prevent similar occurrences in the future.

We greatly value your relationship with us and appreciate the opportunity to restore your confidence in our products and services. If you have any further concerns or require additional assistance, please do not hesitate to contact me directly at [your phone number] or [your email address].

Once again, please accept our sincerest apologies for any inconvenience caused. We look forward to serving you better in the future.

Yours sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]