

Sample Adjustment Letter for Poor After-Sales Service Response

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience with our after-sales service to our attention. We deeply regret the inconvenience and frustration you encountered due to the inadequate support provided following your purchase.

Please accept our sincere apologies for not meeting your expectations, and for any inconvenience this may have caused you. At [Your Company Name], we strive to deliver a high standard of customer service, and it is clear we fell short in this instance.

After investigating the details of your case, we have taken the following steps to address the situation:

- We have provided additional training to our customer support team to ensure such occurrences do not happen in the future.
- Your specific issue has been resolved and your case is now a priority for our support staff until all outstanding matters are fully addressed.
- We are offering you [compensation, e.g., a discount, free service, replacement part, etc.] as a gesture of our commitment to customer satisfaction.

We value your feedback and loyalty, and your experience has highlighted areas where we can improve. Please be assured that we are committed to making these changes and providing you with the quality service you deserve.

If you have any further concerns, or if there is anything else we can do to assist you, please do not hesitate to contact me directly at [contact information].

Thank you again for giving us the opportunity to make this right. We appreciate your patience and your trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]