

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience with [Product/Service] to our attention. We are truly sorry to learn that your experience did not meet the standards you expect from us, and we deeply regret any inconvenience this may have caused.

At [Company Name], we are committed to delivering the highest level of customer satisfaction. After thoroughly reviewing your feedback, we understand the disappointment you felt and we take full responsibility for the issues encountered.

As a gesture of our sincere apologies and our commitment to making things right, we are pleased to offer you [describe compensation, e.g., a full refund/replacement/a credit of \$X towards your next purchase]. We hope this compensation will help restore your confidence in our company.

Please rest assured that we have taken this matter seriously and have implemented measures to prevent a similar situation from occurring in the future.

We value your business and appreciate the opportunity to rectify this situation. If you have any further concerns or questions, please do not hesitate to contact us directly at [phone number] or [email address].

Thank you again for your feedback and understanding. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Company Name]