

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

Thank you for reaching out to us regarding your recent experience with [product/service] purchased on [order date / invoice number]. We sincerely apologize for any inconvenience this may have caused and appreciate you taking the time to share your concerns.

At [Company Name], we are committed to providing quality service and ensuring our customers' satisfaction. After carefully reviewing your case, we acknowledge that the experience you encountered did not meet the standards we strive to uphold.

To address this issue and as a gesture of our sincere apologies, we have processed a partial refund of **[refund amount]** to your original payment method. In addition, we are offering you a **[discount percentage]%** **discount** on your next purchase with us as a token of our appreciation for your patience and understanding.

To redeem your discount, please use the code **[DISCOUNT CODE]** at checkout on your next order. This code will be valid until [expiration date].

We value your business and hope these actions demonstrate our commitment to you as a valued customer. If there is anything further we can do to resolve this matter or if you have any additional concerns, please do not hesitate to contact us at [customer service phone number] or [customer service email].

Thank you for giving us the opportunity to make this right. We look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]