

Date: [Insert Date]

Dear [Customer Name],

On behalf of [Your Company Name], I would like to extend our sincerest apologies for the inconvenience and disappointment you recently experienced regarding [briefly describe the issue, e.g., your order #1234 / the delayed service]. We understand how frustrating this situation has been for you and greatly appreciate your patience while we worked to resolve the matter.

At [Your Company Name], we are committed to delivering the highest level of service, and we regret that we fell short of your expectations on this occasion. After thoroughly investigating the cause of the problem, we have taken steps to ensure it does not occur again in the future.

As a token of our regret and to make amends for the inconvenience caused, we are processing a full refund of [insert amount or details] to your account. Additionally, we would like to offer you [describe compensation, e.g., a discount coupon, complimentary service, or gift card] as a gesture of goodwill and appreciation for your continued trust in us.

Please allow [insert time frame, e.g., 3-5 business days] for the refund to reflect in your account. Instructions for redeeming your additional compensation are included with this letter.

We value your business and hope that you will give us the opportunity to serve you better in the future. Should you have any further questions or concerns, please do not hesitate to contact us at [insert contact details].

Once again, we sincerely apologize for any inconvenience we have caused. Thank you for your understanding and for giving us the opportunity to set things right.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]