

Date: [Insert Date]

[Customer Name]  
[Customer Address]  
[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience and disappointment you experienced as a result of our recent service failure. We understand how important it is for our customers to rely on our services, and we deeply regret not meeting the standards you rightfully expect from us.

Upon thoroughly reviewing your case, we acknowledge the lapse in our service and take full responsibility for the situation. We understand the frustration this may have caused, and we want to assure you that we are committed to addressing the issue and ensuring it does not happen again in the future.

As a token of our apology and commitment to making things right, we are offering you [state compensation, e.g., a full refund, discount, complimentary service, etc.]. We hope this will, in part, make up for the inconvenience caused.

In addition, we are implementing the following corrective actions to prevent such incidents in the future:

- [Briefly describe actions, e.g., staff retraining, process improvements, increased quality checks, etc.]
- [Additional corrective measure]

Thank you for bringing this matter to our attention. Your feedback is invaluable in helping us improve our services. Please do not hesitate to contact me directly at [phone number] or [email address] should you have any questions or require further assistance.

We value your patronage and hope to serve you better in the future.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Company Contact Information]