

[Your Company Letterhead]
[Date]

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

Dear [Customer Name],

Thank you for bringing to our attention your recent experience regarding the incomplete fulfillment of our services on [specific date or order reference]. We understand how important reliable service is to our valued customers, and we sincerely apologize for any inconvenience or disappointment this situation may have caused you.

After thoroughly reviewing your concerns, we acknowledge that our team did not fully meet the agreed-upon service expectations. Please accept our sincerest apologies for this oversight.

To rectify this issue, we have initiated the following steps:

- Our staff will complete the remaining service components on [proposed date], at your convenience.
- As a gesture of goodwill, we would like to offer you [details of compensation, e.g., a discount, complimentary service, or a voucher] for the inconvenience caused.

We value your feedback and use it as an opportunity to improve our processes and ensure this does not happen in the future. Please let us know if you have any further questions or if there is anything else we can do to address your concerns.

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

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