

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience you recently experienced with [briefly describe the issue, e.g., "the delayed delivery of your order #12345"]. At [Your Company Name], we strive to provide the highest quality service, and we regret that we did not meet your expectations on this occasion.

Please be assured that we have investigated the matter thoroughly and taken steps to prevent similar issues from occurring in the future. Your satisfaction is extremely important to us, and we want to do our utmost to restore your trust in our company.

As a token of our regret, we would like to offer you a [XX%] discount on your current purchase, which will be applied automatically to your final invoice. Should you have any further concerns, or if there is anything else we can do to assist you, please do not hesitate to contact us at [phone number] or [email address].

Thank you for bringing this matter to our attention and for giving us the opportunity to make things right. We truly value your business and look forward to serving you again.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]