

Date: Wednesday, December 31, 2025

Dear [Customer Name],

We sincerely apologize for the **inadequate service** you experienced and deeply regret any inconvenience caused. Your satisfaction is very important to us, and we are truly sorry for not meeting your expectations on this occasion.

To express our commitment to making things right, we are offering you a gift card as a token of our appreciation for your understanding and continued support. Please accept this gesture as a sincere effort to compensate for the shortcomings and to assure you of our dedication to improving your future experiences with us.

We value your feedback and are actively working to address the issues that led to this situation. If you have any additional concerns or further suggestions, please do not hesitate to let us know. Your input is invaluable in helping us serve you better.

Thank you for giving us the opportunity to resolve this matter. We hope to welcome you again soon and restore your confidence in our service.

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