

Date: [Insert Date]

Dear [Client Name],

I am writing to sincerely apologize for the recent disruption in the service you experienced with [Service/Product Name]. We deeply regret any inconvenience or frustration this may have caused.

At [Your Company Name], we take full responsibility for the error and recognize that our service during this time did not meet the standard you rightfully expect from us. Please be assured that we have carefully reviewed the situation, and we are actively taking corrective measures to prevent such occurrences in the future.

As a token of our commitment to your satisfaction and in recognition of the inconvenience caused, we are issuing a full refund for [specify amount or service]. The refund will be processed to your original payment method within [number of days] business days.

Restoring your confidence is our top priority, and we hope this action demonstrates our dedication to quality service and customer care. If you have any further concerns or if there is anything else we can do to assist you, please do not hesitate to reach out to me directly at [Your Contact Information].

Thank you for your patience, understanding, and continued trust in [Your Company Name]. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]