

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience with [describe service, e.g., our delivery service] to our attention. We sincerely apologize for the inconvenience and disappointment caused by the service failure on [specific date or occasion, if known].

At [Your Company Name], we are committed to providing high-quality service, and we regret that we did not meet your expectations this time. Please know that your feedback is important to us, and we have already taken steps to address the issue internally to prevent a recurrence.

As a gesture of our sincere apology and commitment to making things right, we would like to offer you [describe compensation, e.g., a full refund, a replacement product, a complimentary service, or a discount]. Please find [details of the compensation, e.g., "the enclosed voucher code," "a refund processed to your account," or "instructions for redeeming your complimentary service"] for your convenience.

We value your business and hope to have the opportunity to serve you better in the future. If you have any questions or require further assistance, please do not hesitate to contact us at [customer service phone number or email address].

Once again, we apologize for the inconvenience and thank you for allowing us to address the matter.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]