

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We sincerely appreciate your business and would like to thank you for choosing [Your Company Name]. We recently received your communication regarding your recent order (Order #[Order Number]), and we want to express our sincerest apologies for the inconvenience caused by the error on our part.

At [Your Company Name], we are committed to providing our customers with exceptional service and high-quality products. We regret that we did not meet your expectations in this instance, and we take full responsibility for the oversight.

To express our apologies and demonstrate our continued commitment to your satisfaction, we are pleased to offer you a [percentage or amount, e.g., 15%] discount off your current order. This discount will be applied to your final invoice, and a revised invoice will be sent to you promptly.

Please rest assured that we have thoroughly reviewed our processes to ensure this type of error does not occur in the future. Your feedback is invaluable in helping us improve our services, and we are grateful for your understanding in this matter.

If you have any further questions or concerns, or if there is anything else we can do to make this right, please do not hesitate to contact us at [contact number] or [email address]. We value your business and look forward to continuing to serve you.

Thank you for giving us the opportunity to resolve this issue. We appreciate your trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]