

Date: [Insert Date]

[Client Name]
[Client Position, if applicable]
[Client Company Name]
[Client Address]
[City, State, ZIP]

Dear [Client Name],

I am writing to you on behalf of [Your Company Name] to offer our sincerest apologies for the recent miscommunication regarding [briefly specify the issue, e.g., the details of your order / the project timeline / the product specification]. We deeply regret any confusion or inconvenience this may have caused.

Upon review, we acknowledge that [describe the nature of the miscommunication in a factual manner, e.g., "our team mistakenly provided outdated information regarding your delivery schedule"]. Please be assured that this was unintentional, and we take full responsibility for the oversight.

To clarify, [correct the information, e.g., "your order is scheduled for delivery on [date]", or "the updated scope of work includes..."]. We are committed to ensuring that you have accurate and up-to-date information moving forward.

We value your trust and the relationship we have built over time. As a corrective measure, we have [briefly outline steps taken, e.g., "implemented a new internal communication protocol", "scheduled additional staff training", etc.] to prevent similar misunderstandings in the future.

Your satisfaction is extremely important to us. Should you have any further questions or require additional clarification, please do not hesitate to reach out to me directly at [your contact information].

Once again, please accept our heartfelt apologies for any inconvenience caused. We appreciate your understanding and continued partnership.

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