

Date: [Insert Date]

To,
[Client's Name]
[Client's Address]

Subject: Sincere Apology for Unsatisfactory Service and Refund Offer

Dear [Client's Name],

I am writing on behalf of [Your Company Name] to personally apologize for the unsatisfactory service you experienced with us. At [Your Company Name], we take great pride in providing the highest standards of quality to our clients, and it is with sincere regret that we fell short of your expectations.

We deeply regret any inconvenience or frustration this may have caused and genuinely appreciate your feedback, which helps us to improve our services. Please be assured that we are taking immediate steps to address this issue and prevent similar occurrences in the future.

As a gesture of our sincere apologies and commitment to your satisfaction, we would like to offer you a full refund for your recent transaction with us. The amount of [Insert Refund Amount] will be processed back to your original method of payment within [Insert Timeframe]. If you have any questions regarding the refund process, please feel free to contact us directly at [Contact Information].

We value your trust and sincerely hope you will give us the opportunity to make things right. Your satisfaction is our top priority, and we are committed to earning back your confidence in our services.

Thank you for your understanding and patience in this matter.

Yours sincerely,
[Your Name]
[Your Position]
[Your Company Name]
[Contact Information]