

[Your Name]
[Your Position]
[Company Name]
[Address Line 1]
[Address Line 2]
[City, State, ZIP Code]
[Email Address]
[Date]

[Client's Name]
[Client's Position, if applicable]
[Client's Company Name]
[Client's Address Line 1]
[Client's Address Line 2]
[City, State, ZIP Code]

Dear [Client's Name],

I am writing to sincerely apologize for the recent miscommunication regarding the specifications of [Product Name] shared with you by our team. We fully recognize the confusion caused by the inaccurate information provided and deeply regret any inconvenience this may have caused you and your organization.

Upon reviewing our correspondence, we discovered that the following specifications were incorrectly communicated: [Briefly summarize the incorrect specifications]. The correct specifications are as follows:

- [Correct Specification 1]
- [Correct Specification 2]
- [Correct Specification 3]

We take full responsibility for this oversight and are actively working to ensure such errors do not recur in the future. Our team is reinforcing internal review processes and retraining relevant staff to uphold our commitment to transparency and exceptional service.

As a next step, we are prepared to [describe the corrective action: e.g., provide an updated product sample, arrange a meeting to clarify details, offer compensation, etc.] to resolve any issues this miscommunication may have caused.

Once again, I apologize for any frustration or confusion this has brought about. We deeply value your trust in our company and are committed to maintaining a strong and positive working relationship. Please feel free to contact me directly at [Your Phone Number/Email] if you wish to discuss this matter further or require additional assistance.

Thank you very much for your understanding and patience.

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