

[Date]

[Customer Name]
[Customer Address]

Dear [Customer Name],

We are writing to sincerely apologize for the unsatisfactory experience you recently had with our service. We take great pride in delivering the best possible experiences to our customers, and we are truly sorry that we did not meet your expectations on this occasion.

Your feedback is extremely important to us, and we appreciate you bringing this matter to our attention. Please be assured that we are taking the necessary steps to ensure that similar issues do not occur in the future.

As a gesture of our sincere apologies and commitment to regaining your trust, we would like to offer you a **gift voucher worth [Voucher Amount]**, which you can redeem on your next visit with us. Attached, you will find the gift voucher and instructions for its use.

We value your relationship with us and hope to have the opportunity to serve you better in the future. If there is anything else we can do to assist or address your concerns further, please do not hesitate to let us know.

Thank you for your understanding, and we look forward to welcoming you back soon.

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