

Apology Message Sample for Customer Service Mistake

Dear [Customer Name],

I am writing to sincerely apologize for the inconvenience caused during your recent interaction with our customer service team. We deeply regret the error regarding [briefly describe the mistake, e.g., "the delay in processing your order" or "the incorrect information provided about your account"].

Please know that we take full responsibility for this mistake. We understand how frustrating this situation must have been for you, and it does not reflect the high standards of service we aim to provide.

To resolve this matter, we have [outline the steps being taken, e.g., "initiated an immediate review of your order," "corrected the information on your account," or "offered a refund/compensation"]. Furthermore, we are implementing additional training for our staff and reviewing our procedures to ensure this does not happen again in the future.

Your satisfaction is extremely important to us, and we truly value your business. If there is anything further we can do to assist you or if you have any additional concerns, please feel free to contact me directly at [your contact information].

Thank you for bringing this matter to our attention and for allowing us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]