

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Customer Address]

Dear [Customer Name],

Thank you for reaching out to us regarding your recent experience with [Product/Service Name]. We genuinely appreciate your feedback and the opportunity to address your concerns.

We are very sorry to learn that our product did not meet your expectations and understand your disappointment regarding the quality issue you encountered. Please accept our sincere apologies for any inconvenience this may have caused.

At [Company Name], we are committed to providing high-quality products and exceptional customer service. Your feedback is invaluable in helping us maintain and improve our standards. Rest assured, we have shared your comments with our quality assurance team to prevent similar occurrences in the future.

As an expression of our regret and goodwill, we are processing a partial refund of [insert refund amount or percentage] to your original method of payment. You can expect this refund to be reflected in your account within [number] business days.

We value your business and hope to have the opportunity to serve you again in the future. If you have any further questions or need additional assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you once again for bringing this matter to our attention. We appreciate your understanding and continued support.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]