

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

On behalf of [Company Name], I would like to sincerely apologize for the inconvenience you recently experienced with our [product/service]. We understand how disappointing it must have been for you and truly regret any frustration or disruption this has caused.

At [Company Name], we strive to provide our customers with the highest quality standards, and it is clear that in this instance, we failed to meet your expectations. Please rest assured that we take your feedback seriously and have already implemented measures to ensure this issue does not happen again in the future.

As a gesture of our commitment to your satisfaction and to make amends for the inconvenience, we are pleased to offer you **[describe compensation, e.g., a partial refund, credit, discount, or complimentary service]**. Details regarding how to redeem your compensation are enclosed/attached.

Your experience is of utmost importance to us, and we value your relationship with [Company Name]. If you have further concerns or if there is anything else we can do to assist you, please do not hesitate to contact me directly at [contact details].

Once again, I apologize for any inconvenience this may have caused and thank you for giving us the opportunity to make things right. We hope to have the chance to serve you better in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]