

Date: [Insert Date]

[Customer Name]
[Customer Address]
[City, State ZIP Code]
[Email Address]

Dear [Customer Name],

Thank you for bringing your recent experience with [Product/Service Name] to our attention. We sincerely apologize for the inconvenience and disappointment that this has caused. At [Company Name], we are committed to ensuring the satisfaction of our valued customers.

After reviewing your complaint regarding [briefly describe the issue, e.g., "the defective item received on June 5, 2024"], we fully understand your concerns. Please accept our apologies for the oversight and any disruption this may have caused to you.

Credit Note Details:

Credit Note Number: [Credit Note Number]
Amount: [Credit Amount]
Issued Date: [Credit Note Date]
Valid Until: [Expiration Date (if applicable)]

This credit note can be redeemed on your future purchases or used as a refund as per your preference.

We value your business and appreciate your feedback, which we use to improve our products and services. Should you have any further questions or require additional assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your continued trust in [Company Name]. We look forward to serving you again.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]