

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention your concerns regarding [briefly describe the issue, e.g., the quality of the product/service you received on (date)]. We sincerely apologize for any inconvenience this may have caused you.

At [Your Company Name], we pride ourselves on delivering products and services that meet the highest quality standards. We regret that, in this instance, we did not achieve this goal.

To rectify this matter, we have [describe the adjustment made, e.g., issued you a full refund/replacement/shipped a new item at no extra cost/provided credit towards your next purchase].

Please be assured that we have conducted a thorough review of our processes and have taken corrective actions, including [briefly mention measures implemented, e.g., enhanced quality control procedures/additional employee training], to ensure that similar issues do not arise in the future.

Your feedback is invaluable in helping us maintain and improve our commitment to quality. Should you have any further concerns or require additional assistance, please do not hesitate to contact me directly at [phone number] or [email address].

Thank you for allowing us the opportunity to resolve this issue. We greatly appreciate your business and look forward to serving you with the highest level of quality and care in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]