

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

We sincerely apologize for the experience you recently had with [mention product/service or order number] at [Your Company Name]. Our goal is to provide only the highest level of service and satisfaction, and we regret that we fell short of these expectations during your interaction with us.

We acknowledge your concerns regarding [briefly mention the specific issue, e.g., product defect, service delay, etc.] and deeply regret any inconvenience or frustration it may have caused. Please be assured that your feedback has been shared with our team, and we are taking concrete steps to ensure this situation does not occur again.

As a gesture of our commitment to you and to express our sincere regret, we would like to offer you a complimentary [free product/describe the free product or service]. We hope this demonstrates how much we value your patronage and are dedicated to earning back your trust.

Thank you for bringing this matter to our attention and allowing us the opportunity to make things right. If you have any further questions or require additional assistance, please feel free to contact me directly at [phone number] or [email address].

We value your relationship with [Your Company Name] and hope to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]