

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We would like to sincerely apologize for any inconvenience you have recently experienced with our [product/service]. We understand that you have encountered repeated issues, and we deeply regret any disruption this has caused to your experience with our company.

Please be assured that we take your concerns seriously. Our team has thoroughly investigated the recurring problems and has implemented the following measures to prevent such issues in the future:

- [Briefly describe steps taken to resolve the issue, e.g., upgraded our systems, performed additional quality checks, increased staff training, etc.]

As a token of our appreciation for your patience and loyalty, and to express our regret for any inconvenience you have endured, we are pleased to offer you a **[XX]% discount** on your next [purchase/invoice/service period]. The discount code/reference is: **[Discount Code]**. Please reference this code when making your next transaction, or let our customer support team know, and they will be happy to assist you.

Once again, we apologize for any trouble this matter may have caused, and we greatly value your continued patronage. If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Email/Phone Number].

Thank you for giving us the opportunity to make this right. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]