

Apology for Product Issue

Dear [Client's Name],

We hope this message finds you well. We are writing to sincerely apologize for the issue you experienced with our product, [Product Name], which was purchased on [Purchase Date]. We understand how this may have caused inconvenience and frustration.

Please know that we take such matters very seriously, and we are currently investigating the cause of the issue to ensure it does not happen again in the future. Your satisfaction is our top priority, and we are committed to resolving this situation to your satisfaction.

As a gesture of goodwill, we would like to offer you [Compensation Offer, e.g., a full refund, replacement, discount on future purchases], which you can redeem at your convenience.

Thank you for your understanding and patience in this matter. Should you have any further questions or concerns, please do not hesitate to reach out to us at [Contact Information].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]