

Customer Service Apology Letter

Dear [Customer's Name],

We sincerely apologize for the inconvenience you experienced with the faulty item you purchased from us, [Item Name]. Your satisfaction is our top priority, and we take issues like this very seriously.

To resolve this matter, we would like to offer you a replacement item or a full refund, whichever you prefer. Please let us know how you would like to proceed, and we will take immediate action to rectify the situation.

Thank you for your understanding and patience. We value your business and hope to resolve this issue to your satisfaction.

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