

Letter of Apology

Date: [Insert Date]

To: [Customer's Name]

Address: [Customer's Address]

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the substandard product you received from us. We understand how disappointing this must have been for you, and we take full responsibility for not meeting the quality standards that you rightfully expect from our company.

Your experience is important to us, and we are committed to making it right. We are currently reviewing our quality control processes to ensure that such issues do not occur in the future. As a token of our regret, we would like to offer you [insert compensation, e.g., a refund, replacement, store credit].

Thank you for your understanding and patience in this matter. We value your trust in us and hope to restore your confidence in our products and services.

[Your Name]

[Your Position]

[Company Name]

[Contact Information]