

# Dear [Customer's Name],

We hope this message finds you well. We are reaching out to sincerely apologize for the inconvenience you experienced with [Product Name]. Your satisfaction is very important to us, and we regret that we fell short of your expectations.

After reviewing your case, we understand the issues you faced were [briefly explain the issues]. We take these matters seriously and are actively working to resolve them to ensure they do not happen again in the future.

As a gesture of our commitment to your satisfaction, we would like to offer you [mention any compensation, if applicable]. We value your feedback and would appreciate any additional thoughts you have regarding your experience.

Thank you for your understanding and patience. If you have any further concerns, please do not hesitate to reach out to us directly at [Contact Information].

Warm regards,  
[Your Name]  
[Your Position]  
[Company Name]  
[Company Phone Number]