

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to sincerely apologize for the recent quality issue you experienced with our product during your subscription service.

At [Company Name], we pride ourselves on delivering high-quality products that meet our customers' expectations. We take this matter very seriously and are currently addressing the issue with our production team to ensure it doesn't happen again in the future.

As a gesture of our commitment to your satisfaction, we would like to offer you [compensation, e.g., a refund, replacement, discount]. Please let us know your preference, and we will expedite the process for you.

Thank you for your understanding and your continued support of [Company Name]. Should you have any further questions or concerns, please do not hesitate to reach out to our customer service team.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]