

**Dear [Customer's Name],**

Thank you for reaching out to us regarding your recent experience with our product. We sincerely apologize for any dissatisfaction you may have encountered with the quality of [Product Name].

Your feedback is incredibly valuable to us, and we take your concerns seriously. We strive to maintain the highest standards, and it is clear we fell short in this instance.

To address this issue, we would like to offer you [a refund/replacement/discount on your next purchase]. Please let us know which option you prefer, and we will ensure it is processed promptly.

We appreciate your patience and understanding as we work to rectify this situation. Should you have any further questions or concerns, please feel free to contact us directly at [Customer Service Phone Number] or [Customer Service Email].

Thank you for being a valued customer.

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