

Dear [Customer's Name],

We hope this message finds you well. We sincerely apologize for the inconvenience you experienced with your recent purchase. Your satisfaction is our top priority and we value your feedback.

As a token of our commitment to customer satisfaction, we would like to offer you [specific compensation, e.g., a refund, discount, gift card]. We believe that this will help address your concerns and restore your trust in our brand.

Please feel free to reach out to us at [contact information] if you have any further questions or if there is anything else we can assist you with. We appreciate your understanding and patience in this matter.

Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]