

Response to After-Sales Service Follow-Up

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our product. We appreciate your feedback and your patience in this matter.

We understand that you encountered issues with [specific issue], and we would like to assure you that we are committed to resolving this matter promptly. Our team has reviewed your case and is currently working on a solution.

Please allow us [time frame] to investigate further, and we will keep you informed of any updates. In the meantime, should you have any questions or require immediate assistance, feel free to contact us at [contact information].

We value your business and appreciate the opportunity to serve you.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]