

Apology Letter

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the error that occurred regarding your recent transaction with us. We understand the inconvenience this has caused you, and we take full responsibility for it.

Please be assured that we are taking immediate steps to rectify the situation. [Briefly explain the corrective action]. We value your trust and are committed to making this right.

As a gesture of our apology, we would like to offer you [mention any compensation if applicable]. Thank you for your understanding and patience in this matter.

If you have any further questions or concerns, please do not hesitate to reach out to me directly at [Your Phone Number] or [Your Email Address].

Once again, I apologize for any inconvenience we may have caused and appreciate your continued support.

Sincerely,
[Your Name]
[Your Job Title]
[Your Company Name]
[Your Company Phone Number]