

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

We hope this message finds you well. We are writing to sincerely apologize for your recent experience with our product/service. It has come to our attention that we did not meet your expectations, and for that, we are truly sorry.

Your feedback is incredibly important to us, and we value the trust you place in our company. Please be assured that we are taking your comments seriously and are working diligently to rectify the situation.

We would like to offer you [compensation, discount, exchange, etc.] as a gesture of our commitment to your satisfaction. Please let us know how we can make this right for you.

Thank you for your understanding and patience. We appreciate your business and hope to serve you better in the future.

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