

# Letter of Goodwill

Date: [Insert Date]

Dear [Recipient's Name],

I hope this message finds you well. I wanted to reach out regarding the recent gift incident that occurred during [insert occasion/event]. It has come to my attention that there was a mix-up with the gift you received.

First and foremost, I would like to extend my sincere apologies for any disappointment this may have caused you. It was never my intention for this to happen, and I truly appreciate your understanding in this matter.

As a gesture of goodwill, I would like to offer [insert solution, e.g., a replacement gift, a gift card, etc.]. Please let me know if this would be acceptable to you, and I will ensure it is taken care of as soon as possible.

Thank you for your understanding and patience. I value our relationship and hope to make this right.

Warm regards,

[Your Name]

[Your Contact Information]