

Letter of Regret

Date: [Insert Date]

[Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my sincere regret regarding the recent hardware failure that affected your experience with our product.

We understand the inconvenience this has caused, and we deeply apologize for any disruption it may have brought to your operations. Please know that we are taking this matter very seriously and are dedicated to resolving it as quickly as possible.

Our technical team is currently investigating the issue and will work diligently to ensure that this does not happen again in the future. We will keep you updated with our progress and any steps we are taking to rectify the situation.

Thank you for your understanding and patience during this time. If you have any further questions or require immediate assistance, please do not hesitate to reach out to me directly.

Warm regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]