

Dear [Customer's Name],

Thank you for reaching out to us regarding your experience with [Product Name]. We sincerely apologize for any inconvenience this may have caused you.

Your feedback is important to us, and we take all complaints seriously. After reviewing your case, we understand that [brief description of the issue]. Rest assured, we are committed to ensuring your satisfaction.

To resolve this matter, we would like to offer you [solution, e.g., a replacement, refund, discount]. Please let us know how you would like to proceed.

Once again, we apologize for the trouble you've experienced. Thank you for bringing this to our attention. We value your business and are here to help.

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