

Dear [Customer's Name],

We sincerely apologize for the quality concerns you experienced with our product/service. Your feedback is incredibly important to us, and we appreciate you bringing this issue to our attention.

We understand how disappointing it can be when expectations are not met, and we are committed to ensuring your satisfaction. We have taken immediate steps to address the quality issues you mentioned, and we are actively working to implement improvements.

As a token of our apology, we would like to offer you [compensation, discount, replacement, etc.], which we hope will demonstrate our commitment to customer satisfaction.

Thank you for your understanding and for giving us the opportunity to resolve this matter. Should you have any further questions or concerns, please do not hesitate to reach out to us directly at [contact information].

Warm regards,

[Your Name]

[Your Job Title]

[Company Name]

[Company Contact Information]