

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for your recent experience with our product, [Product Name]. It has come to my attention that it did not meet your expectations, and for that, I am truly sorry.

At [Company Name], we strive to provide the best quality products and services, and it is disheartening to learn that we fell short in your case. Your feedback is invaluable to us, and we are taking your concerns seriously.

As a token of our apology, we would like to offer you [mention any compensation, e.g., a full refund, replacement, discount, etc.]. We hope this will help to remedy the situation and restore your faith in our brand.

Thank you for your understanding and for giving us the opportunity to resolve this matter. Please feel free to reach out directly at [Your Contact Information] if you have any further questions or concerns.

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