

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [Company Name]. We sincerely apologize for any inconvenience you may have encountered.

Our goal is to provide the best possible service, and we are disappointed to learn that we fell short in your case. To make amends, we would like to offer you [describe the compensation, e.g., a refund, discount, gift card] as a gesture of goodwill.

Please feel free to reach out to me directly at [your contact information] should you have any further concerns or require assistance. We value your feedback and hope to serve you better in the future.

Thank you for your understanding.

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