

Letter of Goodwill Gesture

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to express our sincerest apologies for the inconvenience you experienced due to a manufacturing error in your recent order of [Product Name]. At [Company Name], we pride ourselves on delivering the highest quality products, and we regret that we fell short in this instance.

To make amends for the trouble caused, we would like to offer you [describe the goodwill gesture, e.g., a full refund, replacement item, discount, etc.]. We hope this gesture demonstrates our commitment to customer satisfaction and our appreciation for your understanding.

Thank you for your continued support and trust in us. If you have any further concerns or questions, please do not hesitate to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[Company Phone Number]

[Company Email]