

Letter of Regret for Product Quality Issue

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We are writing to express our sincere regret regarding the quality issue you experienced with our product, [Product Name]. We understand how disappointing this must have been for you, and we take this matter very seriously.

At [Your Company Name], we are committed to providing our customers with high-quality products. We are currently investigating the issue to ensure it does not happen again in the future.

As a gesture of goodwill, we would like to offer you [a refund/replacement/or other compensation]. Please reach out to us at your earliest convenience so we can assist you further.

Thank you for your understanding, and we appreciate your loyalty as our valued customer.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]