

Clarification Regarding Recent Review

Dear [Reviewer Name],

Thank you for sharing your feedback regarding your recent experience at [Business Name]. We genuinely value our customers' opinions and strive to improve our services.

We were concerned to read your review dated [Date of Review], as it seems there may have been a misunderstanding regarding [specific issue mentioned in the review]. We would like to clarify the following points:

- **Point 1:** [Clarification regarding point 1]
- **Point 2:** [Clarification regarding point 2]
- **Point 3:** [Any additional clarifications]

We understand how frustrating it can be when expectations are not met, and we appreciate you bringing this matter to our attention. Our goal is to ensure every customer leaves satisfied, and we would welcome the opportunity to discuss this further with you.

Thank you for your time and for allowing us to clarify these points. We hope to regain your trust and improve your experience with us in the future.

Best regards,

[Your Name]

[Your Title]

[Business Name]

[Contact Information]