

Resolution Offer Letter

Date: [Insert Date]

Dear [Customer's Name],

Thank you for sharing your feedback regarding your recent experience with us. We sincerely apologize for any inconvenience you may have encountered and appreciate the opportunity to address your concerns.

To resolve this matter and restore your faith in our services, we would like to offer you [insert resolution offer, e.g., a refund, discount, or free service]. We hope this will make up for your experience and encourage you to give us another chance.

Please let us know if you accept this resolution by replying to this email or contacting us at [insert contact information]. We value your business and hope to serve you better in the future.

Thank you for your understanding,

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