

Dear [Customer's Name],

We sincerely apologize for the inconvenience you experienced regarding [specific issue]. Your satisfaction is our top priority, and we regret that we did not meet your expectations.

We take your feedback seriously and have taken steps to ensure that this issue does not happen again in the future. [Briefly describe any actions taken to resolve the issue].

As a token of our appreciation for your understanding and patience, we would like to offer you [mention any compensation, if applicable].

Thank you for bringing this issue to our attention. We value your feedback and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]