

Letter of Remorse for Substandard Product Quality

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We hope this message finds you well. We are writing to sincerely apologize for the inconvenience caused by the quality of the product you received from us, [Product Name]. We understand how disappointing it can be to receive a product that does not meet your expectations, and for that, we are truly sorry.

At [Your Company Name], we pride ourselves on delivering high-quality products, and it is clear that we fell short in this instance. We take your feedback seriously and are committed to taking the necessary steps to rectify this situation and prevent it from happening again in the future.

To make amends, we would like to offer you [mention any compensation like a refund, replacement, etc.]. We value your business and hope that this resolution will restore your faith in our products.

Please feel free to reach out to us at [Customer Service Phone Number] or [Customer Service Email] if you have any further concerns or require assistance.

Thank you for your understanding, and we appreciate your continued support.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]