

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [Product/Service Name]. We sincerely apologize for the inconvenience you encountered.

To make it right, we would like to offer you [specific remedy, e.g., a full refund, a store credit, a replacement product, etc.]. We value your satisfaction and want to ensure you are completely happy with your purchase.

Please contact us at [contact information] to discuss the next steps and how we can assist you further.

Thank you for your understanding and for giving us the opportunity to resolve this matter.

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