

# Retail Feedback Resolution Initiative

Dear [Customer's Name],

Thank you for your feedback regarding your recent experience at [Store Name]. We appreciate you taking the time to share your thoughts with us.

We understand that [briefly mention the issue, e.g., "the service you received did not meet your expectations"]. Your satisfaction is our priority, and we want to assure you that we are taking your feedback seriously.

To resolve this issue, we would like to offer you [mention resolution, e.g., "a full refund," "a discount on your next purchase," or "a complimentary product"]. We hope this compensates for the inconvenience caused.

Please reply to this email or contact us at [contact information] so we can assist you further. Your continued support means a lot to us.

Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Store Name]

[Contact Information]