

Retail Issue Resolution Letter

Date: _____

Customer Name: _____

Address: _____

City, State, Zip: _____

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [Product/Service]. We appreciate your feedback and value you as our customer.

We understand that you encountered the following issue: [Brief description of the issue]. Please allow us to address this matter promptly.

To resolve this issue, we propose the following steps: [Outline proposed resolution steps]. We believe this will provide a satisfactory resolution. Please let us know if you agree or if there is another way we can assist you.

We sincerely apologize for any inconvenience this may have caused and thank you for your understanding and patience as we work to rectify the situation.

If you have further questions or require immediate assistance, please feel free to contact us at [Customer Service Phone Number] or [Email Address].

Thank you for your continued support!

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]