

# Letter of Commitment and Apology

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the damage that occurred to your product, [Product Name], during the [specific event/process]. We fully understand the inconvenience and frustration this has caused you, and we take full responsibility for the situation.

At [Your Company Name], we prioritize our customers' satisfaction and product quality. We are actively working to rectify the issue by [describe the corrective action, e.g., replacing the product, issuing a refund, etc.].

We assure you that we are taking the necessary steps to prevent such occurrences in the future, including [briefly outline measures taken to improve processes or quality control].

Once again, we apologize for any distress this situation may have caused you and thank you for your understanding and patience. Please feel free to reach out to us at [contact information] should you have any further concerns or questions.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Contact Information]