

Apology for Unsatisfactory Product Condition

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the condition of the product you received from us. It is our goal to provide high-quality items, and I regret that we fell short in this instance.

We understand how disappointing it can be to receive a product that does not meet your expectations, and we genuinely appreciate your feedback. Your experience is important to us, and we are committed to making it right.

As a token of our apology, we would like to offer you [insert compensation, e.g., a replacement product, a discount]. Please let us know how you would like to proceed, and we will ensure that your concerns are addressed promptly.

Thank you for your understanding and for giving us the opportunity to resolve this matter. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]