

Dear [Shopper's Name],

We hope this message finds you well. We want to take a moment to acknowledge your recent experience with us.

We sincerely apologize for any inconvenience you may have encountered during your shopping experience. Your satisfaction is our top priority, and we are deeply sorry for falling short of your expectations.

Please know that we take your feedback seriously, and we are working diligently to resolve the issue. We appreciate your understanding and patience in this matter.

As a token of our commitment to improving our services, we would like to offer you [mention any compensation, if applicable, e.g., a discount, free shipping, etc.], which you can apply on your next purchase.

Thank you for being a valued customer. If you have any further questions or concerns, please do not hesitate to reach out to us.

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