

[Your Company Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent issues you experienced with our service/product. We truly value your loyalty, and it is disheartening to learn that we did not meet your expectations.

Your experience is very important to us, and we take feedback like yours very seriously. We have already taken the necessary steps to resolve the issues and ensure that this does not happen again in the future.

Please feel free to reach out to me directly at [Your Phone Number] or [Your Email Address] if you would like to discuss this matter further. As a token of our gratitude for your continued support, we would like to offer you [specific offer, discount, or service].

Thank you for your understanding and patience as we rectify the situation. We appreciate your loyalty and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]