

# Customer Satisfaction Follow-Up

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [Product/Service]. We sincerely apologize for any inconvenience this may have caused you.

At [Company Name], we value our customers and strive to provide the best experience possible. We understand that we fell short in this instance and appreciate your feedback, which helps us improve our service.

As a token of our commitment to restoring your trust, we would like to offer you [describe reparation offer, e.g., a refund, discount, replacement]. We hope this gesture shows our dedication to your satisfaction.

If you have any further questions or concerns, please do not hesitate to contact us at [Contact Information]. Thank you for your understanding, and we hope to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]