

Dear [Customer's Name],

We sincerely apologize for the inconvenience you experienced with [describe the issue briefly]. Your satisfaction is very important to us, and we regret that we fell short of your expectations.

We understand how frustrating this situation can be, and we appreciate your patience as we worked to resolve it. As a way to make it right, we would like to offer you [describe any compensation or resolution], which we hope will improve your experience with us.

Additionally, we are taking steps to ensure that this issue does not happen again by [explain any preventive measures]. Your feedback is invaluable in helping us improve our services.

Thank you for bringing this matter to our attention. We value your business and are committed to providing you with the highest level of service.

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