

Formal Apology Letter for Product/Service Shortfall

[Your Name]

[Your Position]

[Your Company Name]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Recipient Position]

[Recipient Company Name]

[Recipient Address]

[City, State, Zip Code]

Subject: Apology for Product/Service Shortfall

Dear [Recipient Name],

I am writing to sincerely apologize for the shortfall you experienced with our [product/service] dated [Date of Incident]. At [Your Company Name], we strive to provide the highest level of quality and service, and it is clear we missed the mark in your recent experience.

We understand that this [describe the shortfall, e.g., delay, defective product] may have caused you inconvenience, and for that, we are truly sorry. Please be assured that we are taking the necessary steps to rectify the issue and prevent a recurrence in the future.

As a gesture of goodwill, we would like to offer you [mention any compensation or corrective action], and we hope this can help make up for the inconvenience caused.

Thank you for your understanding and for allowing us the opportunity to make things right. We value your business and appreciate your feedback, as it helps us improve our services.

Should you have any further concerns or questions, please do not hesitate to reach out to me directly at [Your Phone Number] or [Your Email Address].

Once again, I apologize for any inconvenience this may have caused, and I hope to restore your confidence in our services.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]