

Subject: Sincere Apology for Unacceptable Product Condition

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the condition of the product you received from us. It is our utmost priority to ensure that all our customers receive high-quality items, and we are truly sorry that we fell short in your case.

We understand that receiving a product that does not meet your expectations can be frustrating, and we take full responsibility for this oversight. Please rest assured that we are taking immediate steps to investigate this matter and prevent it from occurring in the future.

As a token of our commitment to customer satisfaction, we would like to offer you [mention any compensation, e.g., a full refund, replacement, discount, etc.]. Your trust is important to us, and we want to make things right.

Again, I apologize for any inconvenience this may have caused you. If you have any further concerns or questions, please do not hesitate to reach out directly at [your contact information].

Thank you for your understanding.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]