

# Letter of Regret

Date: [Insert Date]

Dear [Customer's Name],

We are writing to express our sincere regret regarding the recent malfunction of the item you purchased from us, [Item Name/Model], on [Purchase Date]. We understand how disappointing this experience must be for you and we sincerely apologize for any inconvenience caused.

At [Company Name], we are committed to providing high-quality products and services, and we take matters like these very seriously. Our team is currently reviewing the situation to understand what led to this malfunction.

To address this issue, we are offering you the following options: [Briefly outline compensation options, e.g., exchange, refund, repairs]. Please let us know your preference at your earliest convenience.

Thank you for your understanding and patience in this matter. We appreciate your business and are dedicated to ensuring your satisfaction.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]