

Dear [Customer's Name],

I hope this message finds you well. I am writing to personally apologize for the recent oversight in our customer service that affected your experience with us.

We value your business and are truly sorry for any inconvenience this may have caused. Our team strives to provide the best service possible, and in this instance, we fell short of those standards.

Please know that we are taking this matter seriously and are implementing measures to ensure that it does not happen again in the future. Your feedback is important to us and helps us to improve our services.

As a token of our sincerity, we would like to offer you [mention any compensation, if applicable], and we hope this will help to restore your faith in our company.

Thank you for your understanding and patience in this matter. If you have any further concerns, please don't hesitate to reach out to me directly at [your contact information].

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