

Subject: Apology for Quality Concerns

Dear [Vendor's Name],

I hope this message finds you well. I am writing to express our sincere apologies for the quality concerns we have encountered with the recent shipment of [specific product/service] received on [date].

We value our partnership with you and are disappointed that the quality did not meet our expectations or the standards we have always appreciated in your products. Please be assured that this is not a reflection of the quality we have come to expect from your team.

We are currently investigating the issue and would appreciate your assistance in resolving it. If possible, we would like to discuss this matter further and explore solutions to ensure this does not happen in the future.

Thank you for your understanding, and we look forward to your prompt response.

Best regards,
[Your Name]
[Your Job Title]
[Your Company]
[Your Contact Information]