

Letter of Contrition for Product Performance Issues

[Your Name]
[Your Position]
[Your Company]
[Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Recipient Position]
[Recipient Company]
[Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to express my sincere apologies for the recent issues you have experienced with our product, [Product Name]. We take pride in the quality of our offerings, and it is disheartening to learn that we have not met your expectations in this instance.

We acknowledge that the [specific issue] has caused inconvenience, and we deeply regret any disruption it may have caused to your operations. Please be assured that we are taking this matter seriously and are actively working to resolve the issue.

As part of our commitment to you, we have initiated a full investigation to identify the root cause of the problem and to implement effective solutions. We are also committed to keeping you informed throughout this process.

Additionally, we would like to offer [any compensation or resolution], as a gesture of goodwill and to demonstrate our commitment to your satisfaction.

Thank you for your understanding and patience during this time. We value your partnership and are committed to restoring your trust in our products and services.

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

Sincerely,

[Your Name]
[Your Position]
[Your Company]