

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our product. We truly value your feedback and are sorry to hear that it did not meet your expectations.

We understand how disappointing it can be when a product falls short, and we genuinely empathize with your situation. Your satisfaction is important to us, and we are committed to making this right.

To address your concerns, we would like to offer [a replacement, refund, discount, etc.]. Please let us know how you would like to proceed, and we will ensure to assist you promptly.

We appreciate your understanding and patience in this matter. Thank you for giving us the opportunity to improve our services. We hope to restore your faith in our brand.

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