

Letter of Regret

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for your recent experience with our product. It has come to our attention that it did not meet your expectations and we regret any inconvenience this has caused you.

Your satisfaction is extremely important to us, and we strive to deliver the highest quality products. We are currently reviewing the issues you encountered to ensure that similar situations do not occur in the future.

Please feel free to reach out to our customer service team at [Contact Information], as we would like to offer you a replacement/refund or any other solution to resolve this matter.

Thank you for your understanding and for giving us the opportunity to address your concerns. We value your feedback and hope to restore your trust in our products.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]