

Public Apology

Dear Valued Customers,

We are reaching out to you today to sincerely apologize for the recent recall of our product, [Product Name], which was announced on [Date of Recall]. At [Company Name], we are committed to providing the highest quality and safest products to our customers, and we deeply regret any inconvenience this situation may have caused.

It has come to our attention that [briefly explain the issue with the product, e.g., a safety concern or defect]. Your safety and trust are our utmost priority, and we take this matter very seriously.

We are taking immediate steps to rectify this issue. We encourage you to stop using the product and return it to the place of purchase for a full refund. If you have any questions or need further assistance, please contact our customer service team at [Customer Service Contact Information].

We appreciate your understanding and support during this time as we work to resolve this issue. Thank you for being a valued member of the [Company Name] family.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]