

Apology for Missed Service Appointment

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for not being able to meet with you for the scheduled service appointment on [Date and Time]. We understand how important our services are to you, and we regret any inconvenience this may have caused.

Due to [brief explanation of the reason, if appropriate], we were unable to fulfill our commitment. We take this matter seriously and are taking steps to ensure it does not happen again in the future.

To make it right, we would like to offer you [mention any compensation or offer, if applicable] and schedule a new appointment at your earliest convenience. Please let us know a time that works for you, and we will do our best to accommodate.

Thank you for your understanding and patience in this matter. We value your business and look forward to serving you soon.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]