

Dear [Customer's Name],

We hope this message finds you well. We want to take a moment to sincerely apologize for the frustration you have experienced with our product/service.

We understand how disappointing it can be when things don't go as expected, and we want you to know that your feelings are completely valid. Your experience is important to us, and we are committed to resolving any issues you may have.

To assist you, we would like to offer [specific solution or compensation]. We believe this will help to alleviate some of your concerns.

Thank you for your patience and understanding. If you have any further questions or need additional support, please don't hesitate to reach out to us at [contact information].

Warm regards,

[Your Name]

[Your Position]

[Company Name]