

Resolution Offer for Customer Dissatisfaction

Dear [Customer's Name],

We hope this message finds you well. We are writing to address the concerns you raised regarding your recent experience with our product/service.

At [Company Name], we value our customers and strive to provide the highest quality of service. We sincerely apologize for the inconvenience you have faced and appreciate your feedback.

To resolve this issue, we would like to offer you the following: [Outline the resolution offer, e.g., refund, replacement, discount, etc.].

We hope this resolution meets your expectations. Please feel free to reach out to us at [contact information] if you have any further questions or concerns.

Thank you for your understanding and for giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]