

**Dear [Customer's Name],**

We were deeply saddened to hear about the passing of your [relation, e.g., mother, father, etc.]. Please accept our heartfelt condolences during this difficult time.

We understand that words may not ease your pain, but we hope that the warmth of those around you brings you comfort in the days ahead.

If there is anything we can do to support you or your family, please do not hesitate to reach out to us. We are here for you.

With deepest sympathy,  
[Your Name]  
[Your Position]  
[Your Company Name]  
[Your Contact Information]