

# Dear [Customer's Name],

We hope this message finds you well. We are writing to address your recent experience with our product/service and to express our sincere apologies for any inconvenience you may have encountered.

At [Company Name], we value our customers and strive to deliver the highest quality in every aspect of our service. It has come to our attention that your expectations were not met, and for that, we are truly sorry.

To make amends and regain your trust, we would like to offer you:

- [Description of restitution offer, e.g., a full refund, replacement product, discount on future purchase, etc.]

We hope that this offer demonstrates our commitment to your satisfaction and helps to rectify the situation. 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 we look forward to serving you better in the future.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Company Contact Information]