

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the issues you experienced with our product, [Product Name].

At [Your Company Name], we strive to maintain the highest quality standards. We are truly sorry that we fell short in this instance and understand how frustrating this must have been for you.

Please know that we are actively investigating this matter to ensure it does not happen again. As a token of our sincere apologies, we would like to offer you [mention compensation, e.g., a refund, replacement, discount].

Thank you for your understanding and for bringing this to our attention. We value your business and are committed to providing you with the quality service you deserve.

If you have any further questions or concerns, please do not hesitate to reach out to us directly.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]