

# Subject: Regret Regarding Unsatisfactory Product Experience

Dear [Customer's Name],

We hope this message finds you well. We are writing to express our sincere regret regarding your recent experience with [Product Name] purchased on [Purchase Date].

It has come to our attention that the product did not meet your expectations due to [specific reason for dissatisfaction]. We understand how disappointing this can be, and we are truly sorry for any inconvenience it has caused you.

To resolve this issue, we would like to offer you [details of compensation or solution, e.g., a full refund, replacement, discount, etc.]. Please let us know how you would prefer to proceed.

Your satisfaction is very important to us, and we appreciate your feedback, which helps us improve our products and services.

Thank you for your understanding, and we look forward to resolving this matter promptly.

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