

[Your Name]  
[Your Position]  
[Your Company]  
[Your Company Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]

[Recipient's Name]  
[Recipient's Position]  
[Recipient's Company]  
[Recipient's Company Address]  
[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well.

I am writing to sincerely apologize for [briefly describe the issue or situation]. We understand that this may have caused inconvenience to you and your team, and for that, we are truly sorry.

At [Your Company], we value your partnership and strive to provide the highest level of service. Unfortunately, [explain the reason if appropriate, keeping it brief and professional].

Please be assured that we are taking immediate steps to rectify this situation by [mention any actions you are taking to resolve the issue].

We appreciate your understanding in this matter, and we hope to regain your trust. If you have any questions or need further assistance, please do not hesitate to reach out to me directly.

Thank you for your patience and understanding.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company]