

[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 Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well.

I am writing to formally apologize for [briefly describe the incident or issue]. I understand that this has caused [mention any specific consequences or inconveniences].

Please know that this was not our intention, and we take full responsibility for [explain what led to the situation, if appropriate]. To rectify this, we are [mention any corrective actions taken or planned].

I appreciate your understanding and patience in this matter. Should you have any further concerns or need additional clarification, please do not hesitate to reach out to me directly.

Thank you for your attention to this matter, and I look forward to your response.

Sincerely,

[Your Signature (if sending a hard copy)]
[Your Typed Name]
[Your Position]
[Your Company]