

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [specific issue]. We sincerely apologize for any inconvenience this may have caused.

At [Your Company Name], we strive to provide the best service and products to our customers, and we take your feedback very seriously.

[Briefly explain steps taken to address the issue or rectify the situation].

To make this right, we would like to offer you [mention any compensation, replacement, or solution]. We hope this will enhance your experience with us and restore your faith in our commitment to customer satisfaction.

If you have any further questions or concerns, please do not hesitate to contact us at [phone number] or [email address].

Thank you for your understanding and for giving us the opportunity to resolve this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]