

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Date]

[Recipient Name]
[Recipient Address]
[City, State, ZIP Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for [specific issue, e.g., delayed shipping, incorrect item sent, etc.] regarding your recent purchase on eBay.

I understand how disappointing this situation can be, and I take full responsibility for any inconvenience it may have caused you. [Briefly explain the circumstances, if necessary, but avoid making excuses.] To rectify this issue, I am [describe the steps you are taking to resolve the issue, e.g., issuing a refund, sending the correct item, etc.], and I truly appreciate your understanding and patience as we resolve this matter.

As a token of my apology, I would like to offer you [mention any compensation, if applicable, e.g., a discount on future purchases, free shipping on your next order].

Thank you for your understanding and support. Please feel free to reach out to me directly if you have any further concerns or questions.

Sincerely,

[Your Name]
[Your eBay Username]