

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

[Customer's Name]  
[Customer's Address]  
[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out regarding your recent experience with your eBay purchase. I sincerely apologize for any inconvenience you have encountered and appreciate your feedback.

To address your concerns, [briefly summarize the customer's complaint]. I would like to propose the following resolution: [provide a clear solution, such as a refund, exchange, or any other appropriate remediation]. This will ensure that you are satisfied with your transaction.

Additionally, I am committed to improving our service and would like to assure you that your feedback has been noted and will be taken into consideration moving forward.

Please let me know if this solution works for you or if there is anything else I can assist you with. You can reach me directly at [your phone number/email] for a quicker response.

Thank you for your understanding and patience. I look forward to resolving this matter amicably.

Sincerely,

[Your Name]  
[Your Job Title]  
[Your Company Name]