

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

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

Dear [Buyer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience you experienced regarding your recent order ([Order Number]) on eBay.

Unfortunately, [briefly explain the issue, e.g., the item was damaged during shipping, sent the wrong item, etc.]. I understand how disappointing this can be, and I appreciate your patience and understanding.

To resolve this matter, I would like to [offer a solution, such as a full refund, replacement item, etc.]. Please let me know if this works for you, or if there is another way I can assist you.

Again, I truly apologize for any trouble this has caused. Your satisfaction is very important to me, and I am committed to making this right.

Thank you for your understanding.

Best regards,

[Your Name]  
[Your eBay Store Name]  
[Your Contact Information]