

[Your Name]
[Your Position]
[Your Company Name]
[Your Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Customer's Name]
[Customer's Address]
[City, State, Zip Code]

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the inconvenience you experienced with your recent order #[Order Number] placed on [Order Date].

We strive to provide all our customers with the highest quality products and service, and I am truly sorry that we fell short in this instance. The issue you encountered was [briefly describe the issue, e.g., delayed shipment, incorrect item, etc.], and we understand how frustrating this must have been for you.

To make things right, we are [explain any corrective action being taken, such as issuing a refund, sending the correct item, etc.]. Your satisfaction is very important to us, and we appreciate your understanding as we work to resolve this matter.

As a token of our apology, we would like to offer you [mention any compensation, e.g., a discount, gift card, etc.], which you can use on your next purchase.

Thank you for your patience and understanding. Should you have any further questions or concerns, please do not hesitate to reach out to me directly at [Your Phone Number] or [Your Email Address].

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]