

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

Thank you for reaching out to us regarding your recent experience with our HVAC services. We sincerely apologize for any inconvenience you may have faced and appreciate your feedback.

At [Company Name], we strive to provide the highest level of service to our customers. We understand how important it is for you to have a reliable heating and cooling system, and we are committed to resolving any issues promptly.

Please allow us the opportunity to make this right. We would like to offer you [a compensation offer, e.g., a discount on your next service, free maintenance check, etc.], as a token of our appreciation for your patience.

If you have any further questions, or if there's anything else we can assist you with, please do not hesitate to contact us at [phone number] or [email address]. We value your business and look forward to serving you in the future.

Thank you for choosing [Company Name].

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Phone Number]

[Company Website]