

[Your Name]
[Your Position]
[Your Company Name]
[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 regarding [specific issue]. Your satisfaction is very important to us, and we regret that we fell short in providing you with the service you deserve.

We understand how [describe the issue's impact on the customer], and we are truly sorry for any frustration this may have caused. Please rest assured that we are addressing this matter internally to ensure it does not happen again in the future.

To make amends, we would like to offer you [mention any compensation or solution]. We value your feedback and appreciate the opportunity to resolve this matter.

Thank you for your understanding and patience. We hope to restore your faith in our company and look forward to serving you better in the future.

Sincerely,

[Your Signature (if sending a hard copy)]
[Your Printed Name]
[Your Position]
[Your Company Name]