

Customer Apology Letter Framework

[Date]

[Customer Name]

[Customer Address]

Dear _____,

1. Acknowledge the Issue

We sincerely apologize for _____.

2. Take Responsibility

We understand how this may have affected you, and we take full responsibility for

_____.

3. Explain the Situation (Briefly, if appropriate)

The issue occurred due to _____.

4. Outline Steps Taken to Resolve

We have taken the following actions to resolve the problem: _____.

5. Provide Reassurance/Future Prevention

We are implementing measures to ensure this does not happen again, including

_____.

6. Offer Compensation (if applicable)

As a gesture of goodwill, we would like to offer _____.

Once again, we are truly sorry for any inconvenience this has caused. If you have any further questions or concerns, please do not hesitate to contact us.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

