

Customer Service Response Letter Outline

1. Date

[Insert Date]

2. Customer Information

[Customer Name]

[Customer Address]

[City, State, ZIP]

3. Greeting

Dear [Customer Name],

4. Thank the Customer

Thank you for contacting us regarding [issue/concern].

5. Address the Issue

We understand your concern about [describe issue].

[Provide explanation or context if necessary.]

6. Apologize / Express Empathy

We apologize for any inconvenience this may have caused.

[Optional: Express understanding and empathy.]

7. Solution / Next Steps

To resolve this, we will [state resolution or action steps].

[Include any important details, replacements, refunds, etc.]

8. Offer Further Assistance

If you have any further questions or need additional assistance, please contact us at [phone/email].

9. Closing

Sincerely,

[Your Name]

[Your Position]

[Company Name]