

Casual Email

Hi [Customer Name],

Weâ€™re really sorry that your recent experience with [Company Name] didnâ€™t meet expectations. Your feedback is important to us, and weâ€™re taking steps to fix it.

To make it right, we are [describe adjustment, e.g., offering a refund or replacement]. We appreciate your understanding and hope to serve you better next time.

Best regards,

[Your Name]

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