Preliminary apology during investigation

Subject: Preliminary Response to Your Expired Product Report

Dear [Customer Name],

Thank you for bringing to our attention the issue with the expired [product] you purchased from our [location/website] on [date]. We take such matters very seriously and want to address your concerns promptly.

While we are still conducting a preliminary investigation into how this occurred, I wanted to reach out immediately to acknowledge your experience and begin making things right.

As a first step, we are:

- Processing an immediate full refund to your original payment method
- Conducting an inventory audit of the affected product line
- Reviewing our stock rotation procedures with the relevant team

We expect to complete our investigation within [timeframe] and will provide you with a detailed explanation of what happened and the measures we're implementing to prevent future occurrences.

In the meantime, if you have any health concerns related to the expired product or if you need immediate assistance, please contact our customer care hotline at [number].

We appreciate your patience as we work to resolve this matter thoroughly and transparently.

Regards,

[Name]

[Customer Service Manager]

[Company]

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