

Casual email reply to customer complaint

Subject: We're Sorry for Your Experience

Hi [Customer Name],

Thank you for reaching out about [specific issue]. We're sorry for the inconvenience this caused and want to make it right.

We've [briefly describe the resolution or next steps]. Please let us know if this solution works for you or if there's anything else we can do.

Thanks for your patience,

[Your Name]

[Customer Service Team]

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