

Apologetic tone with genuine concern

Subject: Our Apologies Regarding Your Recent Experience

Dear [Customer Name],

I was truly sorry to learn of your recent experience with our services. It is never our intention to cause dissatisfaction, and I fully understand the frustration you must have felt.

We have carefully examined your claim and found that an error did occur on our part. Please accept our sincere apologies. To make it right, we will not only refund the amount paid but also offer you a discount on your next service with us.

We greatly value your loyalty and hope you will give us another chance to serve you better.

Warm regards,

[Your Name]

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