

Formal Letter

Dear [Customer Name],

We sincerely apologize for the inconvenience caused by the poor service you recently experienced with [Company Name]. We take full responsibility for the lapse and value your feedback immensely.

To rectify this situation, we have [specific corrective action, e.g., issued a refund, replaced the product, or provided complimentary service]. We hope this resolution restores your confidence in our services.

Thank you for bringing this matter to our attention. We remain committed to improving our service quality and ensuring your satisfaction.

Sincerely,

[Your Name]

[Designation]

[Company Name]

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