

Heartfelt Letter

Dear [Customer Name],

We are truly sorry for the inconvenience and disappointment caused by our service. At [Company Name], we strive for excellence and regret that we fell short in this instance.

As a gesture of our commitment to your satisfaction, we have [specific adjustment, e.g., processed a refund or offered compensation]. Your trust is important to us, and we hope to restore it fully.

Warm regards,

[Your Name]

[Company Name]

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