

Subject: Apology for the Service Fault

Dear Saurabh varma,

I hope this message finds you well.

I am writing to sincerely apologize for the recent issue with our service, which you encountered on specific date or time frame. We understand how frustrating this has been for you, and we take full responsibility for the fault that caused the disruption.

Our team has thoroughly investigated the issue, and it appears briefly explain the cause of the issue, if known. Please be assured that we are taking immediate steps to resolve this problem and prevent it from recurring in the future.

We deeply value your trust and are committed to providing you with the highest quality of service. As a token of our appreciation for your patience, we would like to offer mention any compensation, resolution, or next steps, if applicable, such as a discount, free service, or refund.

Again, we are truly sorry for any inconvenience this situation may have caused and appreciate your understanding as we work to correct it. If you have any further concerns or questions, please do not hesitate to reach out to us directly at [contact information].

Thank you for your continued support.

Sincerely,

Karan jain