

Apology letter regarding Mistake or Misunderstanding

[Your Name]

[Your Title]

[Your Company Name]

[Date]

[Recipient's Name]

[Recipient's Title]

[Recipient's Company Name]

Dear [Recipient's Name],

I apologize for any inconvenience or misunderstanding you've experienced with [Your Company Name]. Your satisfaction is important to us, and we're committed to resolving this matter.

We are investigating the issue and taking steps to prevent future occurrences. Your feedback matters, and we're dedicated to making things right.

If you have questions or concerns, please contact me at [Your Phone Number] or [Your Email Address]. Thank you for your understanding.

Sincerely,

[Your Name]