**RE: APOLOGY AND TENDER OF COMPENSATION**

Dear [CONTACT NAME],

We received your letter of [DATE] in which you wrote about [PRODUCT] you purchased and was [NATURE OF PROBLEM]. Thank you for reporting this problem to us. It is clients like you that help with valuing and improving our products.

We are sorry that you experienced this problem, and are enclosing [NATURE OF COMPENSATION] to compensate you. We always guarantee to do whatever is possible to ensure that our products are [ADDRESS COMPLAINT]. It is unusual for this unfortunate incident to occur.

We are very grateful that you have taken the time to bring this matter to our attention. Thank you for continuing to be one of our valuable customers.

Should you have any questions, please do not hesitate in contacting us.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]

