Hello [Name],

We appreciate you taking the time to provide feedback and bringing this to our attention. We sincerely regret to hear that you were dissatisfied with [Product/Service] and ask for your understanding and forgiveness.

Can you tell me more about the problems you've been having? I'd be happy to lend a hand and relay your feedback to the rest of the team if you'd provide a little more detail.

I know how frustrating it is when something you pay for doesn't live up to your hopes and dreams, so I'm hoping we can work something out. If not, let me know and I will refund your money.

If you'd like for us to make things right, we'd appreciate it if you'd give us a call at [phone number] or respond to this email with more details.

Your patronage is greatly appreciated.

([YOUR SIGNATURE HERE])