Dear [customer name],

We are so sorry. On [date here], we identified an issue that caused [mistake]. The issue has since been resolved, though we want to assure you we’re taking the mistake and the inconveniences it caused extremely seriously.

We value your business and your trust and we wish we’d never put you in this situation. We are doing a full audit to diagnose the problem and repair the process to ensure you won’t have to go through anything like this again.

We look forward to working hard to rebuild our relationship with you.

If you have any feedback, please do not hesitate to share it here: [email address].

Best,

[your company/name]

