Dear [customer name],

I apologize. I’m sorry that I [misstep you took]. I take full responsibility for my actions and deeply regret the inconvenience that it must have caused you.

I misunderstood the issue you were having, and I ended up giving you a solution that was incorrect.

That's no excuse, and I apologize for my unguided actions. In the future, I will be sure to ask several questions of my customers to fully understand the situation before offering a solution.

I hope you can forgive me and that we can continue to work together if you have any more support needs.

Let me know if you have any questions, comments, or concerns.

Best,

[your name]

