Hello [Surname]!

We sincerely regret the difficulties you've encountered with [product]. When technical difficulties prevent you from finishing your work, we understand how frustrating that is.

Because of the high likelihood that this was caused by a problem with our own servers, we are working hard to make sure it doesn't happen again.

Meanwhile, as a gesture of further remorse, we will refund your subscription fee for this month.

Your patience is greatly appreciated. If you need assistance or additional details, please don't be shy about getting in touch.

Best,

([YOUR SIGNATURE HERE])