In any case, [NAME],

We appreciate your email. We deeply regret that you were dissatisfied with our service.

Could you elaborate on your dissatisfaction with the service we provided? As much as it lies within our power, we shall endeavour to answer your questions.

Please contact us immediately if the item you ordered is damaged or does not match the description provided on our website. You can also request a refund and we will process it immediately.

We sincerely regret that this happened to you and ask that you let us know how to proceed.

Greetings, and best regards,

([YOUR SIGNATURE HERE])