

Business Apology Letter

Dear {Customer Name}

Please accept our most sincere apologies for the difficulties and inconvenience {issue} has caused.

At {Company Name}, we strive for the perfection of our products and services and the satisfaction of our customers. Unfortunately, due to {key staff changes, recent internal system update, office relocation, etc...}, the issue you have been experiencing slipped through process. We guarantee that we will not let this problem persist. To ensure that this does not happen again, we are {creating company wide training sessions, installing new back-up systems, creating an internal auditing team, etc...} to return us to the high-level of quality and service our customers deserve.

{If additional action is necessary: }

You are an important and crucial member of the {Company Name} family. For the inconvenience this has caused, we are offering you with {3 months worth of service, a free upgrade, etc...}.

If you have any questions or comments regarding this matter, please feel free to discuss it with me at {email, phone#, website, etc...}.

Yours in service,

{Company Representative}