[Name of the sender]

[Designation of the respective person]

[Name of the company]

[Contact details of the sender]

To,

[Name of the recipient]

[Designation of the recipient]

[Name of the company]

Subject: Letter to Apologize for A Quality Issue

Respected sir/madam,

We are writing this letter to inform [mention the name of the person] from [write the name of the company] that our company (Mention the name of the company) had no idea that you had been provided with bad quality products.

We regret the quality issue and problems you faced because of our negligence and poor service. The products got deliver to you without informing us.

We also are finding out about the actual reason behind it. We sincerely apologize for the inconvenience you and your company had to face because of our poor service. We will soon contact you after getting the actual cause of this problem.

Our company will investigate this matter and will try to resolve this problem very soon. Lastly, once again, we are very sorry for this inconvenience due to the issues related to the quality of our service.

We know you and your staffs had to face some serious difficulties due to our service, we can make sure that we will make amends for the mistake very soon. Till that day, please accept our sincere apology. We hope this will not be able to harm the business relationship between us.

For further queries or other information, you are welcome to reach our management department at [write phone number] or directly through an email [write email address].

Thanking you,

Yours faithfully

[Write Name of the sender]