



**BUSINESS
NAME HERE**

First Name Surname
Company
Address
Suburb, State, ZIP Code

[date]

Dear **[first name]**,

Please accept my sincerest apologies for the recent mix-up with **[insert issue raised here]**. I can assure you that action has been taken to remedy the problem within my business.

As a token of good faith, I have deducted **[a percentage or discount]** from your account. We hope this will help compensate for any inconvenience this problem caused. Because of this unfortunate situation, I have discovered a number of errors with **[insert probable cause]**. Consequently, we have **[solution to fix the problem]**. I am confident that these changes will keep things running smoothly for you and all of my customers.

Thank you for bringing the error to our attention. We hope this will be a satisfactory solution.

Yours sincerely,

Name
Title