

Apology letter to a client

Dear Mr./Ms./Mrs. {Recipient's Name},

Please accept my sincere apology on behalf of our company {Company Name}. We are sorry to learn that your experience with the delivered PRODUCT[software] did not meet your expectations. Our development team should have followed the exact guidelines and sought your validation before making any change in the approved plan. We understand that it is annoying for you.

We take full responsibility for the situation and offer to provide you with a newer version of the software without any extra cost borne by you as a gesture of gratitude from the company. Our team will get in touch with you soon to discuss the changes you would like to make in the current version.

We have also put new guidelines in place for our development team to avoid such situations in the future. We want to assure you that this type of situation will never happen again. You are a valued client, and we hope to continue the business with you in the future.

If there are any other issues that need to be addressed, please don't hesitate to contact me personally or any member of the team.

Yours Sincerely,

{Your Name}