

Apology letter for poor customer service

[Senders Name]

[Address line]

[State, ZIP Code]

[Letter Date]

[Recipients Name]

[Address line]

[State, ZIP Code]

[Subject: Normally bold, summarizes the intention of the letter] -Optional-

Dear [Recipients Name],

I sincerely apologize for the lousy customer service which you received the other day.

I assure you that this is not in any way a common occurrence in our company. What happened last Monday was a case of faulty planning and for that, I do apologize.

I hope for your understanding in this matter, and I hope that this does not deter you from doing further business with our company.

Sincerely,

[Senders Name]

[Senders Title] -Optional-