Eric Dane  
Manager at ABC Shop

**Dated:** 28th February 20XX

**Subject:** Response to a dissatisfied customer complaint

Dear Eric,

I hope this letter finds you in the best of health and happiness. I am writing to respond to your customer complaint that we received yesterday on our official website. Firstly, our company is delighted to know that we are your first choice in terms of purchasing goods. We apologize for your bad experience at the store yesterday.

After receiving your complaint, we analyzed the situation of the store and tried to find the culprit which made your visit worthless. In our defense, we have restocked our store with new appliances and staff is not aware of the specifications of each item. This situation caused chaos in the store and customers had to suffer. We are sorry for wasting your precious time as there is no excuse for negligence, but we struggle to provide the best service to every customer.

We urge you to visit us again as things are much more in place and staff would be more than happy to help you in every regard.

Regards,

[Name]  
Manager at XYZ Company