**To**

**[The Recipient Name]  
[Designation]  
[Company Name]**

**Subject: apologizing for poor customer services**

Respected Mr. ABC,

I sincerely apologize for the poor services that have been provided to you by our company. We are feeling remorseful for making you have a negative experience.  We understand that you have faced inconvenience due to our poor customer service. Normally, we refund our customers after they have been sent a faulty product within 6 to 7 business days. However, this got delayed because our team was overwhelmed due to the sale of our products.

We know that we cannot compensate you for the lost time. However, we are trying our best to ensure that we refund you as soon as possible. It is requested that please accept my apologies and give us one chance to rectify our mistake and make you satisfied and happy again with our customer services. Our customers are our top priority, and we never want to lose them at any cost. Once again, please accept our sorry as we are regretful and trying to improve our services.

In case you want to know anything regarding this matter, feel free to call our customer care representatives who are here 24/7 to serve you with our best services. We are looking forward to a kind response from you.

[Your Name]  
[Designation]  
[Company Name]

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_