



Apology Letter

Dear _____,

Thank you for contacting us regarding _____ you had with our service on _____. First and foremost, on behalf of _____, I personally apologize for your inconvenience. We appreciate your patience and understanding you've displayed during this situation. Let me assure you that we highly value your time and we are taking the necessary steps to prevent it from happening in the future. Thank you for bringing this matter to our attention.

We value our customers and ask you to please continue to provide feedback about our services. If you have any further questions or would like to discuss this matter further, please feel free to contact us. We look forward to continuing serving you as a valued customer.

Thank you,



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