

Apology Letter to Customer For Mistake

Tech Solutions Ltd.
123 Innovation Drive
Techville, TX 75001
support@techsolutions.com
(555) 123-4567
July 11, 2024

John Doe
456 Maple Street
Townsville, TX 75002

Dear John Doe,

I am writing to sincerely apologize for the recent mistake that occurred with your order (Order #78910). We deeply regret any inconvenience this may have caused you and truly value your business.

At Tech Solutions Ltd., we strive to provide the highest quality products and services, and it is clear we did not meet your expectations on this occasion. After reviewing the situation, it appears the error was due to a processing mistake in our fulfillment center.

To rectify this situation, we have expedited a replacement for the incorrect item, which should arrive at your address by July 15, 2024. You can expect an email with the tracking information shortly.

Additionally, as a token of our apology, we would like to offer you a 15% discount on your next purchase with us. We hope this can begin to make up for the inconvenience caused.

Your satisfaction is our top priority, and we are taking steps to ensure that such mistakes do not happen in the future. If you have any further concerns or questions, please do not hesitate to contact our customer service team at (555) 123-4567 or support@techsolutions.com. We are here to assist you and ensure your experience with Tech Solutions Ltd. is a positive one.

Once again, we apologize for the error and any inconvenience it may have caused. Thank you for your understanding and for giving us the opportunity to make things right.

Sincerely,

Jane Smith

Customer Service Manager

Tech Solutions Ltd.