

## Apology Letter to a Customer

Sender's Address

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

To,  
[Name and address of the Addressee]

Subject: Apology letter to a Customer

Dear Sir,

I am replying to you regarding the query you raised on \_\_\_\_\_

First of all, on behalf of \_\_\_\_\_, I would like to apologise for delivering a product that did not meet your expectations. I understand how frustrating it can be to get the wrong product delivered to you so I will do everything in my power to rectify this issue.

I have reached out to our delivery partners to let them know of the mix-up and they have assured me that the right product will be delivered to you on May 30 2022. As this was a mistake made by us, I have arranged for the product to be delivered free of charge

I thank you for bringing this issue to our attention and will ensure that such a mistake is not repeated again.

At \_\_\_\_\_, we value all our customers and focus on supplying them with excellence in our services and product.

Sincerely,  
[Sender's signature]  
[Sender's name]  
[Sender's contact details]