

Client Apology Letter Template

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Client's Name]

[Client's Company Name (if applicable)]

[Client's Address]

[City, State, ZIP Code]

Subject: Sincere Apology for [Issue/Incident]

Dear [Client's Name],

I am writing on behalf of **[Your Company Name]** to offer our sincere apologies for **[briefly describe the issue – e.g., the delay in service delivery, the error in your order, the inconvenience caused]**.

We understand how important it is to maintain the highest standards of service, and we truly regret that we did not meet your expectations in this instance. The issue occurred due to **[briefly explain the cause, if appropriate and helpful, e.g., an internal miscommunication, technical error, supply chain issue]**, and we are taking immediate steps to ensure it does not happen again.

To make this right, we have **[mention how you are resolving or have resolved the issue – e.g., processed a refund, arranged for a replacement, expedited the delivery, added a service credit]**. We value your business and your trust, and we are committed to restoring your confidence in our services.

Please accept our heartfelt apology, and do not hesitate to reach out directly to me if you have any further concerns or questions. You may contact me at **[Phone Number]** or **[Email Address]**.

We appreciate your understanding and patience, and we hope to continue serving you better in the future.

Sincerely,

[Your Full Name]

[Your Job Title]

[Your Company Name]