

# Apology Business Letter

**[Your Name]**

[Address]

[Letter date]

**[Recipients Name]**

[Address]

**Subject: Subject of Letter -Optional**

Dear [recipient's name],

With great regret and concern, we have received your [email, call, and letter] stating the poor service/product you have received from our end on [date]. We would highly appreciate the fact that you made it a point to high light some of the problems with our product/service. It will surely help us to improve our quality for future, not only for you but for our other valued customers also.

First of all, I would like to apologize to you on behalf of the company for the damage/loss caused to you. We take up the full responsibility for this negligence and we will make sure that this never happens again. We are thank full to you for bringing this matter to our attention.

Our customers are our highest priority and we always love to receive feedback from them regarding our services. If you still have any concerns regarding this issue, feel free to contact me personally on this [number]. We are looking forward to maintain our business ties with you.

Thank you for your support

Sincerely yours,

**[Your Name]**

[Senders Title] -Optional-