

# Bad Customer Service Apology Letter

**[Customer Name]**

[Customer Address]

[Date]

**[Company Name]**

[Address]

Dear Sir,

Thank you for writing to us and bringing up the matter to our eyes. With sincere regret, we want to tell you that we feel very embarrassed that we were not able to provide you the service you were looking forward to.

The situation was very uncertain and it is very rare to come through such situations. We have taken your feedback very seriously. You have faced an inconvenience due to our products/services and we would take every step to improve our services. We take full responsibility for our mistake and we would want to make you sure that it will not happen again.

We value our customers a lot and we would like to retain you as our customer. Please accept our apology and we would like to thank you for understanding us.

Regards

**[Manager Name]**