[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: APOLOGY FOR ANY ISSUES WITH [XXX]**

Dear [CLIENT NAME],

Thank you for the email you sent on [DATE] describing the dissatisfaction you have with [PRODUCT]. We appreciate your sincerity and must agree that [PRODUCT] is not up to par. Please kindly accept our truthful apologies.

We have forwarded your email to several key members in our company, including our President. We are already working to improve our internal process, and we hope that you will bear with us as we develop a better approach to handling specific issues that arise with some of our products.

We believe that you deserve an explanation for what went wrong:

[EXPLANATION]

We recognise that the time for performing under this agreement has expired we thus are requesting that you extend the time to [DATE] in order for us to replace/repair/improve the [PRODUCT].

Please accept our apologies for this inconvenience. If you wish to discuss more on those issues, please do not hesitate to contact us.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]