

Business Apology Letter Sample:

Addresser Name

Addresser Address

Addressee Name

Addressee Address

Dear _____,

It is with great concern and regret we received your (letter, e-mail, phone call, etc.) outlining the problem you had with our service. (LIST THE PROBLEM AND DATE IT OCCURRED).

First and foremost, on behalf of (the company/person who made the mistake), I would like to personally apologize for your inconvenience. We accept full responsibility for the mistake and I assure you we are taking the necessary steps to prevent it from happening in the future. Thank you for bringing this matter to our attention.

We value our customers and ask you to please feel free to continue to provide feedback about our services. If you have any further questions or would like to discuss this matter further, please feel free to contact me at my personal number (provide number). We look forward to continuing serving you as a valued customer.

Thank you for your invaluable support,

Addressee name and signature