lovetoknow
advice women can trust
Logo will not print with document

Date

Customer Name
Street Address
City, State, Zip Code

Dear Customer Name,

It is with great concern that I address an incident you experienced with our customer service department. After hearing of this issue, I would like to make an apology on behalf of our company. We are taking all the necessary steps to make sure that this type of problem does not happen again.

It is our policy to refund or return any products that you are not completely satisfied with. I regret that this was not made clear to you when you called our customer service department.

Our company values all of our customers and any feedback that is provided. Please feel free to contact me personally to discuss any concerns that you may have in the future. We look forward to continuing our relationship and hope we can serve you again soon.

Sincerely,

Name
Title