[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: WE ARE NOT TAKING YOUR ANNOYANCE LIGHTLY**

Dear [CLIENT NAME],

We thank you for your letter of [DATE] describing the problems you have encountered with [PRODUCT]. We appreciate your sincerity, and we will take this matter into high consideration.

Please accept our truthful apologies.

We take your dissatisfaction seriously and have forwarded your email to several key members in our company. We are already working to improve our internal process. Please bear with us as we develop a better approach to handling specific issues that arise with some of our products.

We value your clientele so please accept a [%] discount on any future purchase.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]