Your Name

[Company Name]

[Street Address] [City, ST ZIP Code]

[Date]

[Recipient Name]

[Title]

[Company Name]

[Street Address] [City, ST ZIP Code]

Dear [Recipient Name]:

Please accept our sincere apology for being unable to handle your complaint in an efficient manner. The sales person who dealt with you has come up to work with our team a week before so was unable to deal with you in an adequate manner as he is not aware of the store policy of returnable goods.

We are very sorry for the inconvenience caused to you by us. We are sending the salesperson to a month’s training as to avoid any mishaps in future.  We wish to have a customer like you in our store in future as well.

Sincerely,

Your Name

[Title]