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]:

This letter is an apology from [Company Name] referenced to your complaint made to our customer service department on 18th April 2018. The repairing and maintenance team sent by our company for the service of your oven ended up by having a blast at your place due to the improper fixing of gas pipe. I intend to pay for the loss and offer you a free service of your oven.

I am again very sorry for your loss, I would like to bring it to your knowledge that the repair and maintenance team has been sent for further training as to avoid any problems in future.

I will personally contact you within 2 days making for the loss incurred by you at any convenient time, please feel free to contact me anytime.

Sincerely,

Your Name

[Title]