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]:

I am writing you this letter to discuss the air conditioning service provided by our company DSL at your place on 14th April 2018. I understand that the service provided to you was unsatisfactory for which I apologize to you.

I know you must be frustrated now due to the unsatisfactory service. I intend to make up for your loss by making another appointment with you for the air conditioning service which will be free of cost.

This time I will personally involve myself in the whole process as to avoid any drawbacks. We at DSL surely love to offer our services to our dearest customers with the best equipment but I feel sorry that this did not happen in your case.

I intend to have another appointment fixed with you at your convenience. It will be our pride to resolve your matter to your satisfaction.

Sincerely,

Your Name

[Title]