20-05-20XX

John Andrews,  
F-67, Eden Heights, Sputnik Street  
Michigan, USA

Subject: Apology letter to client for a mistake

Dear Andrews,

I, Anderson, the branch manager of Stars leather Company, am writing this letter on behalf of my company for an apology. Leela Sarton is a junior customer services officer and she sent you wrong invoices on 01-05-20XX through email. I am very sorry to know that her mistake caused some serious problems for you. It also caused problems for our accounts department. I know she should have been more vigilant while sending invoices to the potential clients like you. Such a mistake was not being expected from her because she was trained for three months before she joined the office.

Our company emphasizes on providing the best services to our clients and that is why they believe us. We have zero-tolerance for nonprofessional behavior exhibited by our employees. It was unfortunate that you faced a problem owing to our employee’s mistake and the company says you sorry for this act of negligence and takes full responsibility for any pain or inconvenience caused to you. It will be made sure that such an incident would not happen in the future. We will not only rectify the issue but also set an example for the others to follow.

As a compensatory stance, the company is offering you a free shopping coupon of $100 to be used at any of our outlets. We will provide you with our best services and at the same time hope that this incidence is not going to harm our relationship with you.

Regards,

Anderson.