

Dear **{Client Name}**,

On behalf of my company, **{Company}**, I would like to offer our most sincere apologies for the mistakes made while handling your project. It was a gross oversight for which we accept full responsibility. To remedy this situation, we have already fixed our original error and will be offering you a refund of **{Amount of Refund}**. We try our best not to make mistakes, but when they happen, we try our best to fix them!

I hope that this will make amends for the mistakes that were made. Rest assured that your unfortunate experience has helped us identify a major problem in our **{source of problem}**, which has now been fixed.

If you have any questions about this issue, please contact us at **{phone/email}**. And, on behalf of all of us, we are truly sorry!

Sincerely,

**{Sender}**