B2B PRODUCT OR SERVICE PROCESS ERROR/MISTAKE

**Subject: *[Customer Name’s]* Issues with *[product or service name]***

Dear *[customer name]*,

Thank you for reaching out regarding the *[issue type or problem]* with *[software, product, or service name]*.

We are sorry for any inconvenience this has caused your business and are ready to resolve the issue as quickly as possible.

After looking into it further, we discovered the [*system error, processing error, service mistake, etc]* was a result from *[what caused the issue].* This is a common occurrence in our industry and not one we take lightly.

Option 1: To fix the issue, we’ll need *[something or a piece of information]* from you. Please upload

*[information, data, documents, etc]* by *[describe how they can send you the items needed]*

Option 2: We are happy to say we have fixed the problem by *[explanation on how it was fixed]*. (You or We) should now be able to *[explain what you or the customer can now do as a result of fixing the problem].*

I hope this helped. Feel free to reach out using the contact information below if you have any questions, concerns, or something else I can assist with.

*[Rep name, job title]*

*[Phone number, email address]*

*[Company web address]*

