**Sample Apology Letter to Client for Poor Performance**

From

R.K. Sharma

Manager,

Advent Mechanics Pvt. Ltd.

Mumbai

Date: 18.05.2018

To,

Vinod Khatri

The Manager

Hindustan Medicines Pvt. Ltd.

Mumbai

Dear Mr. Khatri,

I hope this letter of mine finds you in the best of your health and spirits.

You are a very valued client of our Company and we share a strong association of last so many years. All the transactions in the past were in perfect synch with our terms and conditions until the recent one.

I was in deep shock when I received a complaint from your end for unacceptable performance by our production department. After closely studying the issue you were facing, I myself supervised the who situation and found out that the reason behind this issue was the machine which is used for creating the particular part that is fitted in the apparatus is not working properly and is causing the functional issues. I am extremely sorry on behalf of my production department who should have taken care of this problem and addressed it to ensure smooth product delivery.

I have removed the staff responsible for taking care of the machine and I am in deep regrets for causing all the inconvenience to you.

I would again submit my heartfelt apologies on this situation and would request you to please accept them. I will ensure that no such issues surface in future transactions and we have a healthy association.

Thanking you

Sincerely,

R.K. Sharma  
Manager,  
Advent Mechanics Pvt. Ltd.  
Mumbai