**Date:**

**Re. Apology for Poor Laundry Service Provided on [Date]**

Dear Client,

This letter is written on behalf of the client coordinator of [name the laundry service] who looks into the problems that occurred in the delivery of laundry service on [date]. Due to technical issues, our laundry service system got stuck and caused many problems in the delivery of quality service. We sincerely apologize for the inconvenience this problem caused you. This letter tends to explain the cause and apologize for the case.

On [date], our laundry system got stuck and it started reversing the systematic cleaning which caused the coloring of colorless clothes in the machines. It spread stains of different colors on different clothes. However, the fault in the system was readily found and we protected against further coloration and discoloration in the clothes. We had to shut down the system for more than two days which further caused a delay in the delivery of service.

We have been providing laundry services to you for more than [X] years and there had never been an issue like this before. We have always provided careful quality services to you on each visit. We have been providing service to many other businesses as well with whom we work as partners. It means to inform you that our system of laundry service is well-known and reliable. We have hundreds of client companies and people who rely on our worthy services.

However, to compensate for the problem and inconvenience caused to you, we want to provide you with one free laundry service which shows our deepest concern for the problem and irritation caused to you. We hope that this gesture of compensation shall demonstrate our commitment and professionalism at work. We value our clients and always try to cooperate with them in each way possible.

Please do not hesitate if you have any more concerns with our services, we would love to take your suggestion and look into your opinions. Thank you.

Regards,

[Name of the Laundry Service]  
[Signature]