

Email portfolio

Resolving a customer complaint about a product

Subject line: Response to your complaint, [Customer name]

Dear [Customers Name],

Thank you for your email, I sincerely apologise for the inconvenience this [incident or issue] caused you, receiving the [product].

To resolve this situation, we would like to offer you 2 options:

Replacement: We can immediately send you the correct item(s) at no additional cost to you.

Refund: If you prefer, we can issue a full refund for the [incorrect or damaged] item(s).

Please let us know what option you would like to choose, so we can sort it out efficiently.

We are now resolving this situation for your satisfaction. Thank you for choosing [Company name] . We hope to serve you better in the future.

Your sincerely

[Your full name]

[Job title]

[Your contact information]

[Your company name]

Questionnaire share your feedback

Subject line: [Customer name], your feedback is important to us

Dear [Customer name],

At [your company name] we value the opinions of our customers, and we would appreciate your feedback on your recent purchase and service with us. This will help us improve our service and products, so that we can better serve you in the future.

It only takes a few minutes to complete. [questionnaire link].

Best regards,

[Your name]

[Job title]

[Company contact information]

[Company name]

Feedback appreciation

Subject line: [Customer name], thank you for your feedback

Dear [Customer name],

We appreciate the feedback you recently provided. Your thoughts and opinions are valuable to us, and we're grateful for the opportunity to learn from your experience; that we have forwarded your feedback to the research and development department to ensure that changes are being implemented.

Best regards,

[Your name]

[Job title]

[Company contact information]

[Company name]

Providing the answer to a customer issue or query

Subject line: [Customer name], the answer to your recent query

Dear [customer name],

Thank you for your patience, we have found a resolution for your recent query. The following solution for this is [provide the answer to the customer's query].

I hope you found this information useful. If there is anything else you might need, please don't hesitate to contact customer support. We're always here to help.

Best regards,

[Your name]

[Job title]

[Company contact information]

[Company name]

Promote sales and time-sensitive deals

Subject line: Don't miss out on our time-sensitive deal, [Customer name]

Dear [Customer name],

We are offering you an exclusive limited time deal on our [Your product name], that's only available to our valued customers.

[Include details on the deal, such as discount, offer end date, and product description].

We appreciate your business and hope you take advantage of this special offer. If you have any questions or concerns, please don't hesitate to contact us.

[Call to action link]

Best regards,

[Your name]

[Job title]

[Company contact information]

[Company name]