**A close-up of a logo

Description automatically generated21 Apology Statements for Customer Service**

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| # | Apology Statement Example |
| 1 | “I am terribly sorry, I will try everything I can to get this fixed by the end of the day.” |
| 2 | "I’m sorry for the mix-up. Let’s correct it right away." |
| 3 | "I apologize for the mistake and appreciate your patience as we resolve it." |
| 4 | "Our apologies for the error. Let us correct it for you." |
| 5 | “Thanks for alerting us to [INSERT PROBLEM]. I recognize that this can’t have been an easy thing to deal with and I’m so sorry that we have caused you to feel [INSERT EXPRESSED EMOTION].” |
| 6 | “I’m very sorry, I appreciate how difficult it must have been for you to deal with [INSERT PROBLEM].” |
| 7 | “I’m very sorry that you’ve had to call in today, but we have managed to [INSERT SOLUTION]. Now we have done that, our next steps are to [INSERT NEXT STEPS].” |
| 8 | “I’m sorry, I can see how [INSERT PROBLEM] must have been frustrating for you.” |
| 9 | “I am sorry to hear about that. Now that I’m aware of the situation, we can look to fix it by [INSERT SOLUTION].” |
| 10 | "I'm sorry you had this experience. Let us make it right." |
| 11 | "I'm sorry for the trouble you've encountered. We're here to help." |
| 12 | "I understand your disappointment, and I apologize for the inconvenience." |
| 13 | "I apologize for the inconvenience. Thank you for bringing this to our attention." |
| 14 | "We apologize for not meeting your expectations. Let’s work together to resolve this." |
| 15 | "We care deeply about your experience and we failed to meet our regular quality standards. We should have been more careful, and I’m very sorry for the issues it has caused you." |
| 16 | "I apologize for any confusion. Let me clarify that for you." |
| 17 | "Please accept our apologies for the misunderstanding." |
| 18 | "We deeply regret the error and will ensure it doesn't happen again." |
| 19 | "We’re sorry for any trouble this may have caused." |
| 20 | "Our apologies for the delay. We're working to expedite your request." |
| 21 | “Again, I’m deeply sorry this has happened to you. It’s not the experience we wish to create for any of our customers. Thank you for bringing it to our attention and allowing us to address it.” |