Humorous, informal apology email

Subject: Our Bad – We Goofed!

Hey [Client Name],

We might have goofed on [specific issue], and we're sorry for the mix-up! Our team is on it and making sure it won't happen again.

Thanks for laughing (or groaning) with usâ€"we promise a smoother experience next time.

Cheers,

[Your Name]

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