Dear [Customer name],

Thank you so much for your feedback, [you put a big smile on our faces!] Our team is hard at work trying to continuously improve our [product/service] and it’s always rewarding to hear kind words. We love that you love us :)

To express our gratitude in action, we’re pleased to offer you a [appropriate offering].

Also, I don’t want to impose, but if you have some time, would you mind [sharing your impressions on social media or writing a review for us]? We have a presence on {link to review sites} and we’d really appreciate it if you could support us there.

Thanks again!

[Your name]