

[Your Company Name]

[Company Address]

[City, State, ZIP]

[Email Address] | [Phone Number]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

Thank you for reaching out to us regarding your recent inquiry. We sincerely apologize for the delay in our response and understand that waiting longer than expected for assistance can be frustrating. Please accept our apologies for any inconvenience this may have caused.

[Optional: Briefly explain the reason for the delay, e.g., "Due to unexpected technical difficulties and a higher than usual volume of requests, our response time was regrettably affected."]

As a token of our appreciation for your patience and understanding, we are pleased to offer you a **[XX]%** **discount** on your next purchase with us. To redeem this offer, simply use the code **[DISCOUNT CODE]** at checkout. This discount is valid until [Expiration Date].

At [Your Company Name], we value your business and are committed to providing you with the high level of service you deserve. We appreciate your feedback and the opportunity to make things right.

If you have any further questions or require additional assistance, please do not hesitate to contact us. We look forward to serving you better in the future and thank you again for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]