

# Adjustment Letter Template: Offering Discount Due to Delayed Delivery

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order, [Order Number], which was scheduled to arrive on [Original Delivery Date] but was delivered on [Actual Delivery Date]. We understand the inconvenience this has caused and truly regret any disruption it may have created in your plans.

The delay was due to [brief explanation of the reason for the delay, if applicable, e.g., unforeseen supply chain disruptions], which was beyond our usual control. Please be assured that we are taking necessary steps to avoid such issues in the future.

As a gesture of our commitment to customer satisfaction and in appreciation of your patience, we would like to offer you a [percentage or amount, e.g., 15%] discount on your recent purchase. The discounted amount of [Discount Amount] will be applied to your invoice and reflected in your account.

We greatly value your business and thank you for your understanding. If you have any further questions or concerns, please feel free to contact us at [Contact Information].

Thank you for giving us the opportunity to address this matter. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]