

Sample Adjustment Letter with Credit Note for Late Delivery

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Customer Name]

Customer Address: [Customer Address]

Dear [Customer Name],

We value your business and appreciate your trust in choosing [Your Company Name] for your [product/service] needs. We are writing to sincerely apologize for the delay in the delivery of your recent order (Order No. [Order Number]), which was scheduled to arrive on [Original Delivery Date] but was delivered on [Actual Delivery Date].

We understand the inconvenience this delay may have caused, and we take full responsibility for not meeting our commitment to timely delivery. Please be assured that this does not reflect the high standards of service we strive to maintain.

In recognition of this issue, we have issued a credit note in the amount of [Amount/Percentage or Details] to your account. Please find the credit note attached. This amount may be applied to your future purchases with us.

Once again, we apologize for the inconvenience and appreciate your patience and understanding. We are implementing measures to avoid such incidents in the future and to ensure that your experience with us remains positive and reliable.

Should you have any further questions or require assistance regarding this matter, please do not hesitate to contact our customer service team at [Customer Service Email/Phone].

Thank you for your continued trust and support.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]

Credit Note

Credit Note Number: [Credit Note Number]

Issued To: [Customer Name]

Amount: [Credit Amount]

Date of Issue: [Date]

Reference: Order No. [Order Number]

Valid Until: [Date]

This credit can be used toward your next purchase with [Your Company Name].