

[Your Company Letterhead]

[Date]

[Client Name]

[Client Company Name]

[Client Address Line 1]

[Client Address Line 2]

Subject: Sincere Apology for Delay in Delivery Due to Customs Clearance

Dear [Client Name],

I am writing on behalf of [Your Company Name] to extend our sincere apologies for the delay in the delivery of your recent order, caused by unforeseen customs clearance procedures.

We fully understand how important timely deliveries are for your operations, and we deeply regret any inconvenience this postponement may have caused. Please be assured that our team is actively working with customs authorities to resolve the situation and expedite your shipment's release. Your order is a priority, and we are doing everything within our means to ensure it reaches you as soon as possible.

We greatly value your patience and continued trust in our services during this unexpected delay. Please rest assured that we are taking proactive measures to improve our logistics processes and to minimize the likelihood of such issues occurring in the future.

If you have any questions or need further updates, please do not hesitate to contact me directly at [Your Contact Information]. Thank you once again for your understanding and for giving us the opportunity to serve you.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Email Address]

[Your Phone Number]