

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to address the recent delay in the delivery of your order, [Order Number or Details]. Please accept our sincere apologies for any inconvenience this may have caused.

At [Company Name], we strive to provide prompt and reliable service to all our valued customers. Unfortunately, unforeseen circumstances led to the delay, and we regret that we did not meet your expectations in this instance.

To express our regret and to thank you for your patience and understanding, we are providing you with a voucher worth [Voucher Amount or Details], which can be used towards your next purchase with us. We hope this gesture will demonstrate our commitment to your satisfaction and help restore your confidence in our services.

Your voucher code: **[Voucher Code]**

Valid until: [Expiration Date]

Once again, we apologize for the inconvenience and appreciate your continued support. If you have any further questions or require assistance, please do not hesitate to contact our customer service team at [Customer Service Email/Phone].

Thank you for choosing [Company Name]. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]