

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order, [Order Number/Description], which was scheduled for delivery on [Original Delivery Date]. We understand the importance of timely delivery and regret any inconvenience this may have caused you.

The delay was due to [briefly state reason for delay, e.g., unforeseen supply chain disruptions], and we take full responsibility for the disruption to your plans. Please be assured that we are making every effort to expedite your order and enhance our processes to prevent similar occurrences in the future.

As a token of our appreciation for your patience and understanding, we would like to offer you [describe compensation, e.g., a partial refund, discount, voucher, or complimentary product/service]. This will be processed automatically and should appear [state how/when the compensation will be received, e.g., on your account within X days].

We highly value your trust and satisfaction as our customer and are committed to providing you with the highest level of service. Should you require further assistance or wish to discuss this matter, please do not hesitate to contact us at [Customer Service Contact Information].

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]