

Date: [Insert Date]

To: [Customer Name]
[Customer Address]
[City, State, ZIP]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order [Order Number], which was originally scheduled for [Original Delivery Date]. At [Your Company Name], we recognize that timely delivery is essential, and we regret any inconvenience this delay may have caused you.

The delay was due to [briefly explain reason, e.g., unexpected supply chain disruptions], an issue we are actively working to resolve to prevent future occurrences. Please know that your satisfaction is a top priority, and we are dedicated to providing you with the reliable service you expect from us.

To make amends for this inconvenience, we would like to offer you [details of compensation, e.g., a 15% discount on your current order, a \$20 refund, or a credit towards your next purchase]. This is a gesture of our commitment to your satisfaction and continued trust in our services.

If you have any questions or further concerns, please do not hesitate to reach out to our customer support team at [Contact Information]. We value your business and look forward to serving you better in the future.

Thank you for your understanding.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]
[Contact Information]