

# Adjustment Letter Template: Delivery Delay with Credit Note

**Purpose:** This template is designed for businesses to address delivery delays while providing a credit note. By following these best practices, organizations can ensure transparent communication and maintain positive customer relationships.

## Best Practices

- **Timely Notification:** Inform customers about delays as soon as possible.
- **Polite and Professional Tone:** Use courteous, empathetic language to maintain goodwill.
- **Clear Explanation:** Specify the reason for the delivery delay and expected resolution time.
- **Credit Note Inclusion:** Attach a credit note or compensation as a goodwill gesture.
- **Reassurance:** Express commitment to high service standards and prevention of future issues.

## Sample Adjustment Letter

**Subject:** Notice of Delivery Delay and Issuance of Credit Note

Dear [Customer Name],

We would like to sincerely apologize for the delay in delivering your recent order, reference number [Order Number]. Regrettably, unforeseen circumstances have affected our standard delivery schedule, and your order is now expected to arrive on [New Delivery Date].

We understand the inconvenience this may cause and assure you that our team is working diligently to expedite your shipment. Please find an attached credit note (No: [Credit Note Number]) for [Credit Amount or Details] as a token of our appreciation for your patience and understanding.

We value your business and are committed to providing the highest standard of service. If you have any questions or require further assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and continued trust.

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

## Summary

Using this approach ensures customers receive timely, transparent, and professional communication about delivery issues. The inclusion of a credit note demonstrates goodwill, helping to maintain trust and a strong business relationship.