

Date: [Insert Date]

To: [Customer Name]
[Customer Address]

Dear [Customer Name],

This letter serves as a formal **customer apology and adjustment** for the late delivery of your recent order.

We sincerely regret any inconvenience caused by the delay and understand the impact it may have had on your plans. Our team is committed to providing timely and reliable service, and we have taken immediate steps to address the issue to prevent future occurrences.

As a gesture of goodwill, we are offering an adjustment which may include a discount, refund, or expedited shipping on your next purchase. Please contact our customer service team at [Customer Service Phone/Email] to discuss the adjustment that best suits your needs.

We value your business and appreciate your understanding and patience while we resolve this matter. Thank you for giving us the opportunity to make things right.

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