

Formal Apology Letter to Customer for Project Completion Delay

[Your Company Letterhead]
[Date]

[Customer Name]
[Customer Address]
[City, State ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the delay in the completion of your project, [Project Name or Reference]. We understand the importance of this project to you and recognize the inconvenience this delay may have caused.

Unfortunately, the delay was due to [briefly explain the reason-e.g., unforeseen supply chain disruptions, unexpected technical issues, etc.]. Please be assured that we are taking all necessary actions to resolve these issues and to prevent such occurrences in the future.

We deeply regret any frustration or inconvenience this situation may have caused. Your satisfaction is extremely important to us, and we remain fully committed to delivering your project with the utmost quality and care you expect from [Your Company Name].

Our team is working diligently to ensure the project is completed by [revised completion date]. We will keep you regularly updated on our progress and are happy to address any questions or concerns you may have in the meantime.

Thank you for your patience and understanding. We value your trust in our company and look forward to successfully completing your project soon.

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