

Dear [Customer Name],

This letter serves as a **request for forgiveness in adjustment** due to the delayed shipment of your order. We sincerely apologize for any inconvenience caused by the delay and assure you that we are taking all necessary steps to rectify the situation promptly. Our team is committed to improving delivery timelines and maintaining the highest standards of customer satisfaction.

The delay was unanticipated and resulted from [briefly state cause, if appropriate, e.g., supply chain disruptions, unforeseen demand]. We understand the importance of timely delivery and regret any disruption to your plans.

Please accept our heartfelt apologies. To express our commitment to your satisfaction, we are offering [state any compensation, if applicable, e.g., a discount, free shipping on your next order, etc.].

We appreciate your understanding and patience while we work to resolve this matter efficiently. Please do not hesitate to contact us directly at [contact information] if you have additional questions or concerns.

Thank you for your trust and continued patronage.

Sincerely,

[Your Name]

[Your Position]

[Company Name]