

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

We would like to extend our sincere apologies for the delay in delivering your recent order, [Order Number], originally scheduled for delivery on [Original Delivery Date].

The delay was due to unforeseen transportation difficulties beyond our immediate control. Despite our careful planning, [briefly describe the transportation issue, e.g., "adverse weather conditions" or "logistical complications with our shipping provider"] disrupted our delivery schedule. We understand the inconvenience this has caused you, and we are deeply sorry for any disruption to your plans.

Please be assured that we have taken immediate steps to resolve the issue. Your order is now scheduled to arrive on [New Delivery Date]. Additionally, we are reviewing our logistics processes to prevent similar occurrences in the future.

As a gesture of goodwill and to thank you for your patience, we would like to offer you [specific solution or compensation, e.g., "a discount on your current purchase" or "free shipping on your next order"].

Your satisfaction is very important to us, and we appreciate your understanding and continued trust. Should you have any further questions or require assistance, please feel free to contact us at [Contact Information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]