

Date: [Insert Date]

[Recipient Name]  
[Recipient Title/Position]  
[Company/Organization Name]  
[Address Line 1]  
[Address Line 2]

Dear [Recipient Name],

We sincerely apologize for the delay in the delivery of services as outlined in our agreement dated [insert agreement date/reference]. We understand the importance of timely service and regret any inconvenience this delay may have caused to you and your organization.

The delay was due to [briefly explain reason for delay, e.g., unforeseen technical issues, staffing shortages, supply chain interruptions, etc.]. Please be assured that we have taken immediate steps to address the underlying issue and have implemented additional controls to prevent a recurrence in the future.

We have now completed the services rendered and taken extra measures to ensure the highest quality. Additionally, as a gesture of goodwill, we are offering [state compensation or corrective action if applicable, e.g., a discount, complimentary service, or expedited service on your next order].

We highly value your business and your trust in our company. Our team is committed to providing you with the best possible service, and we appreciate your understanding and patience in this matter.

If you have any further questions or require additional assistance, please do not hesitate to contact me directly at [your phone number] or [your email address]. Thank you once again for your understanding.

Sincerely,

[Your Name]  
[Your Title]  
[Your Company Name]