

Date: [Insert Date]

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

Subject: Adjustment Letter â€“ Delay in Order Delivery

Dear [Customer Name],

We would like to express our sincere apologies for the delay in the delivery of your recent order, [Order Number], which was scheduled for dispatch on [Original Delivery Date]. We understand how important timely delivery is and regret any inconvenience this may have caused to your schedule or plans.

The delay was due to unforeseen circumstances, specifically recent interruptions within our supply chain as well as unexpected logistical challenges. These issues were beyond our immediate control and have affected the timely processing and shipment of several orders, including yours.

Please be assured that we are taking immediate steps to address these challenges. Our team is working diligently with our partners to expedite your order and to prevent similar occurrences in the future. We are currently prioritizing your delivery, and expect it to be dispatched by [New Delivery Date].

Your satisfaction is our top priority, and we remain committed to correcting this delay. In appreciation of your patience and understanding, we would like to offer you [mention any compensation, if applicable, such as a discount or free shipping on your next order].

If you have any questions or require further assistance, please feel free to contact us at [Customer Service Contact Information]. Thank you for your continued trust in our company.

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