

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Apology and Resolution for Delay in Returned Merchandise Sample

Dear [Customer Name],

We would like to sincerely apologize for the delay in processing the returned merchandise sample you sent to us. At [Your Company Name], we are committed to providing timely and efficient service, and we recognize that this delay may have caused inconvenience and disrupted your plans.

The delay was due to [briefly outline the reason, e.g., an unexpected backlog in our returns department, logistics issues, etc.]. Please rest assured that we are actively working to resolve the situation and have implemented corrective measures to prevent similar occurrences in the future.

To compensate for the inconvenience this has caused, we would like to offer [describe compensation, e.g., a refund, credit, replacement sample, or a discount on your next order]. Our team will ensure your return is processed as a priority, and we will keep you updated on the progress until the matter is fully resolved.

Once again, we apologize for any trouble this may have caused and greatly appreciate your patience and understanding. Should you have further questions or require immediate assistance, please do not hesitate to contact us at [phone number] or [email address].

Thank you for your continued trust in [Your Company Name]. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]