

# Adjustment Letter Template: Compensation Policy for Delayed Product Delivery

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Apology and Compensation for Delayed Product Delivery

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, [Order Number], placed on [Order Date]. At [Company Name], we are committed to providing timely and reliable service, and we regret that we did not meet your expectations on this occasion.

As a valued customer, we want to make amends for this inconvenience. In accordance with our **compensation policy for delayed deliveries**, we are pleased to offer you the following as compensation:

- **[Type of Compensation 1]** (e.g., Partial/Full Refund): You will receive a refund of [refund amount] credited to your original payment method.
- **[Type of Compensation 2]** (e.g., Discount on Future Purchase): You will receive a [percentage]% discount on your next order with us.
- **[Type of Compensation 3]** (e.g., Replacement Product): We are arranging for a replacement of the delayed product at no extra cost.

Please note, compensation eligibility is determined based on the length of the delay and the specific circumstances of your order. For full policy details, please visit our website or contact our customer support team.

We appreciate your patience and understanding. Thank you for giving us the opportunity to address this matter. If you have further questions or concerns, please feel free to reach us at [Customer Service Phone Number] or [Customer Service Email].

Sincerely,

[Your Name]

[Your Position]

[Company Name]