

Date: [Insert Date]

Dear [Customer Name],

We would like to extend our sincerest apologies for the delay you experienced with our service. We understand how important prompt and reliable service is to our valued customers, and we deeply regret any inconvenience this delay may have caused.

The delay was due to [briefly explain the reason for the delay, if appropriate, e.g., unexpected supply chain issues/technical difficulties/staff shortages], which unfortunately impacted our usual processing times. Please be assured that we are taking all necessary steps to address and resolve this issue to prevent future occurrences.

As a gesture of our regret and appreciation for your patience, we would like to offer you [describe reimbursement, e.g., a refund of \$XX, a credit to your account, a complimentary service, etc.]. This will be processed automatically and should reflect within [time frame, e.g., 3-5 business days].

We value your relationship with us and are committed to providing the highest level of service. Should you have any further questions or need assistance, please do not hesitate to contact us at [contact details].

Thank you for your understanding and the opportunity to make this right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]