

[Your Company Letterhead]

Date: [Insert Date]

To:  
[Customer's Name]  
[Customer's Address]

Subject: Formal Adjustment Letter for Delay and Unsatisfactory Service

Dear [Customer's Name],

We sincerely appreciate your business and thank you for bringing your recent experience to our attention. At [Your Company Name], we strive to deliver the highest standard of service, and we regret that we did not meet your expectations in this instance.

We acknowledge the delay in fulfilling your order [Order/Reference Number] and the substandard service you received during this process. Please accept our deepest apologies for any inconvenience or frustration this has caused.

Upon investigating the matter, we discovered that [briefly explain cause of delay or service issue, if appropriate]. We have taken immediate corrective steps to prevent a recurrence of such issues, including [describe actions or policy changes implemented].

As an expression of our regret and commitment to your satisfaction, we are offering [details of compensation, such as a refund, discount, replacement, or complimentary service]. Please contact us at [phone number/email] if you have any questions or require further assistance regarding this matter.

Thank you for your understanding and for giving us the opportunity to rectify this situation. We value your relationship with [Your Company Name] and look forward to serving you better in the future.

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