

# Formal Apology Letter to Customer for Late Order Fulfillment

[Your Company Letterhead]  
[Date]

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

Dear [Customer Name],

We are writing to sincerely apologize for the delay in fulfilling your recent order with [Company Name], order number [Order Number], placed on [Order Date]. We understand the inconvenience that this delay may have caused and deeply regret any disruption it may have brought to your plans.

The delay was due to [briefly explain cause of delay, e.g., unexpected supply chain issues or increased demand], which was beyond our immediate control. We regret that we did not meet our usual standard of timely and reliable service.

Please be assured that we have taken immediate steps to address the issue, including [mention corrective steps, such as increasing inventory, improving tracking, or coordinating with logistics partners]. We are committed to preventing similar occurrences in the future.

To express our sincere apologies, we would like to offer you [mention compensation, e.g., a discount, complimentary shipping, or a voucher for your next purchase]. Your satisfaction is extremely important to us, and we appreciate your patience and understanding.

Your order is now scheduled to be delivered by [new estimated delivery date]. We are closely monitoring its status and will keep you updated until it arrives.

We value your trust in [Company Name] and hope to serve you better going forward. Should you have any further questions or concerns, please do not hesitate to contact our customer service team at [contact information].

Once again, we apologize for any inconvenience and thank you for your understanding.

Sincerely,

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