

Date: [Insert Date]

[Recipient Name]
[Recipient Title/Position, if applicable]
[Company Name, if applicable]
[Recipient Address Line 1]
[Recipient Address Line 2]

Dear [Recipient Name],

Subject: Sincere Apology for Late Delivery

I am writing on behalf of [Your Company Name] to formally apologize for the delayed delivery of your recent order, [Order/Invoice Number], scheduled to arrive on [Original Delivery Date]. We deeply regret any inconvenience or frustration this may have caused you.

The delay was due to unforeseen shipping problems that were beyond our immediate control, including [briefly describe the specific issue, e.g., transportation disruptions with our logistics partner or unexpected customs clearance delays]. While we always strive to ensure timely delivery, we recognize that this instance did not meet our standard of service or your expectations.

We take full responsibility for this issue and want to reassure you that we have already implemented measures to improve our logistics processes and prevent similar delays in the future. Our team is committed to maintaining the highest standards of reliability and transparency in all customer interactions.

To demonstrate our commitment to your satisfaction, we would like to offer you [describe compensation-e.g., a partial refund, credit note, discount on your next purchase, free shipping, etc.], which we hope will help to make up for any inconvenience this delay may have caused.

Thank you for your patience and understanding regarding this matter. If you have any further questions or concerns, please do not hesitate to contact me directly at [Your Contact Information].

We greatly value your trust in us and look forward to serving you better in future transactions.

Sincerely,
[Your Name]
[Your Title/Position]
[Your Company Name]
[Your Email Address]
[Your Phone Number]