

Apology Adjustment Letter for Delivery Delays

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, [Order Number or Description]. We understand how important it is for our customers to receive their purchases on time, and we deeply regret any inconvenience this delay may have caused.

The delay was a result of [briefly explain the cause, e.g., unexpected supply chain disruption, weather conditions, etc.], which was beyond our immediate control. Please rest assured that we are actively working to resolve these issues and have already implemented corrective measures to ensure this does not happen again in the future.

Your satisfaction is very important to us. As a gesture of goodwill and appreciation for your patience, we would like to offer you [state any compensation, e.g., a discount, refund, free shipping, etc.], which will be applied to your current or next order.

Thank you for your understanding and for choosing [Your Company Name]. If you have any further questions, concerns, or require additional assistance, please do not hesitate to contact our customer service team at [Phone Number] or [Email Address].

We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]