

Date: [Insert Date]

[Recipient Name]  
[Recipient Title/Position]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Dear [Recipient Name],

I am writing on behalf of [Your Company Name] to sincerely apologize for the delay in the shipment of your recent order, [Order Number/Details]. We deeply regret any inconvenience this may have caused you and your business.

Upon investigation, we discovered that the delay was a result of [briefly explain the error or issue, e.g., an internal processing error, supply chain disruption, etc.]. We understand that timely delivery is critical to your operations, and we take full responsibility for this oversight.

To address this matter, we have already taken the following actions:

- Expedited the processing and shipping of your order. The revised expected delivery date is [new delivery date].
- Reviewed and improved our internal procedures to prevent similar mistakes in the future.
- [Optional: Offering compensation, e.g., a discount, free shipping on your next order, etc.].

At [Your Company Name], we are committed to providing high-quality service and value our relationship with you. Thank you for your understanding and patience as we work to resolve this issue. If you have any further concerns or require assistance, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

We appreciate your continued trust in us, and we are dedicated to ensuring your complete satisfaction.

Sincerely,  
[Your Name]  
[Your Title/Position]  
[Your Company Name]