

Adjustment Letter with Apology for Delay in Product Delivery

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order, [Order Number], originally scheduled to arrive on [Original Delivery Date]. At [Your Company Name], we understand how important it is for our customers to receive their products on time and regret any inconvenience this delay may have caused you.

The delay was due to [briefly explain reason, e.g., unforeseen supply chain disruptions/labor shortages/inventory issues], which impacted our ability to fulfill orders promptly. Please be assured that we have taken immediate steps to resolve the situation and have expedited your shipment, which is now expected to arrive on [New Expected Delivery Date].

To express our regret and appreciation for your patience, we are [state any compensation if offered, e.g., providing a discount, offering free shipping on your next order, or including a complimentary gift]. Your satisfaction is our top priority, and we are committed to improving our processes to prevent such delays in the future.

Thank you for your understanding and continued support. If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Once again, we apologize for any inconvenience and appreciate your trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]