

Date: [Insert Date]

Customer Name  
Customer Address  
City, State, ZIP Code

Dear [Customer Name],

Thank you for reaching out to us regarding your recent experience with the delayed delivery of your order. We sincerely apologize for the inconvenience and frustration this has caused you.

After thoroughly investigating the matter, we discovered that the delay was due to [briefly explain the reason for the delay, e.g., "unexpected supply chain interruptions" or "a processing error within our fulfillment system"]. We recognize that timely delivery is crucial to your satisfaction and understand how valuable your time is.

To address this issue, we have taken the following corrective actions:

- Reviewed our internal processes and provided additional training to our staff to ensure better accuracy and efficiency in order fulfillment.
- Established closer communication with our shipping partners to prevent future delivery delays.

In appreciation of your patience and to help make up for this inconvenience, we would like to offer you [describe compensation, e.g., "a discount on your next purchase" or "free expedited shipping on your next order"]. Please find the details enclosed with this letter.

Rest assured, we are committed to providing you with the highest level of service and ensuring your satisfaction in all future transactions. If you have any further questions or require additional assistance, please do not hesitate to contact us at [contact information].

Thank you for your continued trust in our company. We value your business and look forward to serving you again soon.

Sincerely,

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