

Adjustment Letter Sample for Late Order Delivery

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

We would like to extend our sincerest apologies for the delay in delivering your recent order, **Order #**[Order Number], placed on [Order Date]. We understand the inconvenience this may have caused, and we truly appreciate your patience and understanding during this time.

The delay was due to [briefly explain the reason, e.g., "unexpected supply chain disruptions"/"logistical challenges"/"a temporary stock shortage"]. Please rest assured that we have taken the necessary actions to rectify the situation and prevent similar delays in the future.

Your order is now being prioritized and we expect it to be delivered to you by [New Estimated Delivery Date]. As a gesture of our commitment to your satisfaction, we are offering you [state compensation, if applicable, e.g., "a 10% discount on your current order"/"free shipping on your next purchase"].

We greatly value your business and your trust in us. Should you have any further concerns or require assistance, please do not hesitate to contact our customer service team at [Contact Information].

Thank you once again for your understanding. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Contact Information]