

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delayed delivery of your recent order with us, reference number [Order Number], which was expected on [Original Delivery Date] but was instead delivered on [Actual Delivery Date]. We fully understand the inconvenience this has caused and truly regret any disruption this may have brought to your plans or business operations.

The delay was due to [briefly explain reason, e.g., unforeseen supply chain disruptions], which impacted our usual delivery schedule. Please rest assured that we have already taken measures to address these issues and prevent future occurrences to better serve you and all our valued customers.

As a gesture of our commitment to customer satisfaction, we are offering you [describe compensation, e.g., a refund of delivery charges, a 15% discount on this order, or a voucher for your next purchase]. We hope this token of goodwill demonstrates our sincere regret and earnest desire to retain your trust and confidence in our company.

Your feedback is important to us, and we would appreciate any additional comments you wish to share. If you have further questions or need assistance, please contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and continued loyalty. We look forward to providing you with timely and excellent service in all future transactions.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]