

[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]. We understand how important it is for you to receive your items on time, and we regret any inconvenience this delay may have caused.

The delay was caused due to [briefly explain the reason, such as "unforeseen supply chain disruptions," "unexpected surge in demand," or "logistical challenges"]. Please be assured that we are taking immediate steps to resolve the matter and prevent similar issues in the future. Our team has expedited the processing of your order, and we anticipate that your package will be delivered by [new estimated delivery date].

As a token of our appreciation for your patience and to make up for the inconvenience, we are pleased to offer you [describe compensation, such as a discount, free shipping on your next order, or a gift card]. Please use the code [COMPENSATIONCODE] during your next purchase.

We value your trust and are committed to providing you with the highest quality of service. If you have any questions or require further assistance, please do not hesitate to contact our customer support team at [contact information].

Thank you for your understanding and continued loyalty.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]