

# Business Apology Letter to Client for Mistake

A **business apology letter to client for mistake** is a formal written communication aimed at acknowledging an error, expressing sincere regret, and restoring trust with the client. It typically includes a clear description of the mistake, an apology, an explanation (if appropriate), and the steps taken to resolve the issue and prevent future occurrences.

## Letter Template

Dear [Client Name],

We sincerely apologize for [briefly describe the mistake, e.g., "the oversight that caused the delay in your project delivery"]. At [Your Company Name], we take full responsibility for this mistake. Please be assured that we have taken immediate steps to [describe actions taken to resolve the issue, e.g., "expedite your order and review our processes to prevent this from happening again"]. We value your trust in our company and appreciate your patience as we work to rectify this situation. If you have any further questions or need additional assistance, please do not hesitate to contact us.

Thank you for your understanding.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company Name]

## Example Letter

Dear Ms. Johnson,

We sincerely apologize for the oversight that caused the delay in your order delivery scheduled for June 10, 2024. At Acme Supplies, we take full responsibility for this mistake. To resolve this situation, we have expedited your shipment, which is now scheduled to arrive within the next two business days. Additionally, we are reviewing our order fulfillment process to ensure such delays do not occur again.

We truly value your loyalty and patience. If you require further support, please reach out to me directly at 555-123-4567 or email john.doe@acmesupplies.com.

Thank you for your understanding, and we look forward to serving you better.

Sincerely,

John Doe  
Customer Service Manager  
Acme Supplies