

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, [Order Number], which was originally scheduled to arrive on [Original Delivery Date]. Due to [brief explanation of reason for the delay, e.g., unforeseen supply chain disruptions/technical difficulties/unexpected demand], we were unable to fulfill the order within our usual timeframe.

We understand that this delay may have caused inconvenience, and we are truly sorry for any disruption this may have caused to your plans or operations.

To make amends for this situation, we are offering you the following adjustment:

[Details of compensation or adjustment, e.g., a [XX%] discount on your current order, free shipping on your next purchase, or a refund of [\$XX]].

This adjustment will be processed [method and timeline, e.g., automatically within 3-5 business days].

Please be assured that we have taken corrective steps to address the root cause of the delay and are actively working to ensure such incidents do not occur in the future. Your trust and satisfaction are very important to us.

If you have any further questions or would like to discuss this matter further, please contact us at [Contact Information]. We greatly appreciate your understanding and continued business.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Phone Number]

[Email Address]