

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We are writing to sincerely apologize for the delay in providing the service you requested on [specific date or order/service reference]. We understand how important timely service is to our customers, and we deeply regret any inconvenience this delay may have caused.

The delay was due to [briefly and honestly explain the reason for the delay, e.g., unexpected demand, supply chain issues, or technical challenges, if appropriate]. Please be assured that we are taking all necessary steps to resolve the issue as quickly as possible and to prevent such occurrences in the future.

We highly value your business and appreciate your patience and understanding during this time. Our team is working diligently to ensure your service is completed by [new estimated completion date], and we will keep you updated on the progress.

As a gesture of our commitment to customer satisfaction, we would like to offer you [state any compensation, discount, or goodwill gesture, if applicable].

Once again, we apologize for any inconvenience this may have caused and thank you for giving us the opportunity to resolve the matter. If you have any further questions or concerns, please do not hesitate to contact us at [contact information].

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]