

Adjustment Letter for Delivery Delay with Partial Refund Offer

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Customer Address]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order, **Order #**[Order Number], which was scheduled for delivery on [Original Delivery Date]. We understand how important it is for you to receive your items promptly, and we deeply regret any inconvenience this delay may have caused.

The delay was due to [briefly explain cause of delay, e.g., unforeseen supply chain disruptions/unexpected demand/shipping issues]. Please be assured that we are actively working to resolve these issues and have taken steps to prevent such occurrences in the future. Your order is now scheduled to be delivered on [Revised Delivery Date].

As a gesture of our commitment to your satisfaction, we are pleased to offer you a partial refund of [insert refund percentage or amount], which will be processed within [number] business days. The refund will be credited to your original payment method.

We value your business and appreciate your understanding and patience in this matter. If you have any further questions or require assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for choosing [Your Company Name]. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Company Contact Information]