

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 unforeseen logistical challenges, your shipment was delayed, and we understand the inconvenience this may have caused.

At [Your Company Name], we are committed to providing timely and reliable service. The delay was due to [brief explanation of the reason, e.g., "unexpected supply chain disruptions"]. We have taken immediate steps to address these issues and prevent future occurrences.

To express our regret and appreciation for your patience, we would like to offer you a [specific discount, e.g., "10% discount"] on this order. You will find the discount automatically applied to your invoice.

Thank you for your continued trust in [Your Company Name]. Please do not hesitate to contact us at [contact information] if you have any further questions or concerns.

We value your business and look forward to serving you again soon.

Sincerely,  
[Your Name]  
[Your Title]  
[Your Company Name]