

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order, [Order Number], placed on [Order Date]. We understand how important it is for our customers to receive their products promptly, and we regret any inconvenience this delay may have caused you.

In response to this issue, we are pleased to offer you a replacement for your order at no additional cost. Your replacement item will be shipped via expedited delivery, and you can expect it to arrive within [time frame]. We are committed to ensuring you receive your product as quickly as possible.

To further express our regret for this inconvenience, we are also including a [discount, gift, or voucher-optional] with your replacement shipment.

Should you have any questions or require further assistance, please do not hesitate to contact our Customer Service team at [phone number] or [email address]. We value your business and are dedicated to making this right.

Thank you for your understanding and patience regarding this matter. We greatly appreciate your continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]