

Adjustment Letter Example for Late Shipping Delivery Error

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delayed delivery of your recent order #[Order Number]. At [Your Company Name], we strive to ensure that all deliveries arrive on time, and we regret that we were unable to meet your expectations on this occasion.

The delay was the result of [briefly explain the reason, e.g., unexpected demand, supply chain disruptions, weather conditions, etc.]. We understand how frustrating this must have been for you, and we take full responsibility for the inconvenience caused.

To resolve this issue, we have expedited your shipment and are closely monitoring its progress to ensure it reaches you as soon as possible. The updated estimated delivery date is [New Delivery Date].

As a token of our appreciation for your patience and understanding, we have included a [discount, free gift, store credit, etc.] with your shipment. We hope this gesture will help restore your confidence in our service.

Please feel free to contact our customer service team at [Customer Service Phone/Email] if you have any further questions or concerns. We value your business and look forward to serving you better in the future.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]