

Adjustment Letter Format for Late Product Delivery Issue

[Your Company Letterhead]
[Company Name]
[Company Address]
[City, State, ZIP Code]
[Phone Number]
[Email Address]
[Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Subject: Apology and Adjustment for Delayed Product Delivery

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order with us (Order No: [Order Number]), which was scheduled to arrive on [Original Delivery Date]. We understand the inconvenience this has caused and deeply regret the disruption to your plans.

The delay was due to [briefly explain reason for delay, e.g., "unexpected supply chain disruptions/shipping delays/unforeseen circumstances"], which was beyond our immediate control. We assure you that we are taking all necessary steps to expedite your order and it is now scheduled for delivery on or before [Revised Delivery Date].

As a gesture of our commitment to customer satisfaction, we would like to offer [mention any compensation, such as a discount, refund, free shipping on your next order, etc.]. Additionally, we have reviewed our procedures and implemented measures to prevent similar issues from occurring in the future.

Thank you for your patience and understanding. We value your business and remain dedicated to meeting your expectations. If you have any further questions or concerns, please feel free to contact us at [Customer Service Phone/Email].

Sincerely,
[Your Name]
[Your Position]
[Company Name]