

Apology Letter for Delayed Customer Service Response

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in responding to your recent inquiry. At [Company Name], we deeply value your business and strive to provide prompt and efficient service to all our customers. Unfortunately, due to [briefly explain reason for delay, e.g., higher than expected volume of requests or unforeseen circumstances], our response to your request was not as timely as you deserve.

Please accept our heartfelt apologies for any inconvenience this delay may have caused. We understand how important your concerns are and want to assure you that your issue is currently being addressed with the utmost priority.

As a company committed to customer satisfaction, we have taken steps to improve our response time and ensure that similar delays do not occur in the future. Your patience and understanding are greatly appreciated as we work to resolve your matter as quickly as possible.

If you have any additional questions or need further assistance, please feel free to contact us directly at [Contact Information]. Thank you for giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]