

Date: [Insert Date]

Dear [Customer Name],

We are writing to sincerely apologize for the delay in the manufacturing and fulfillment of your recent order, [Order Number/Reference], placed on [Order Date]. We fully understand the inconvenience this disruption may have caused to your operations and regret not meeting our committed timelines.

The delay was due to [briefly explain reason if appropriate, e.g., unforeseen supply chain disruptions], and we are actively working to prevent a recurrence. We value your business and trust, and our team is taking all necessary steps to expedite the processing of your order.

In acknowledgment of the inconvenience, we would like to offer the following compensation:

- [Insert %]%% discount on your delayed order
- Expedited shipping at no additional charge
- A credit of [Insert Amount/Value] for use towards future purchases

If you have a preferred form of compensation or additional requests, please let us know, and we will do our best to accommodate your needs.

We value your partnership and are committed to transparent communication moving forward. Please rest assured that your order is our priority, and we will keep you updated on its status until your delivery is complete.

Once again, please accept our sincerest apologies for the inconvenience. Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]