

Date: [Insert Date]

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

Dear [Customer Name],

On behalf of [Your Company Name], I would like to sincerely apologize for the delay in the delivery of your order, invoice number [Order/Invoice Number], which was originally scheduled for delivery on [Original Delivery Date]. We understand how important it is for our customers to receive their products on time, and we regret any inconvenience or frustration this delay may have caused you.

The delay was due to [briefly explain the reason for the delay, e.g., unexpected demand, supply chain interruptions, shipping delays, etc.]. Please be assured that we are actively working to resolve this issue and have taken immediate steps to prevent such occurrences in the future.

As a gesture of our regret and commitment to customer satisfaction, we would like to offer you [mention any compensation, discount, refund, or expedited shipping if applicable]. Your revised delivery date is now scheduled for [New Delivery Date], and we will keep you updated on the progress of your order.

We value your trust in our company and remain committed to providing you with the highest level of service. If you have any questions or need further assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your patience and understanding.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Phone Number]
[Email Address]