

Formal Apology Letter to Customer for Delayed Response

[Your Company Letterhead]
[Date]

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

Dear [Customer Name],

We sincerely apologize for the delay in responding to your recent inquiry/request. We understand that timely communication is essential, and we deeply regret any inconvenience this delay may have caused you.

We value your time and your loyalty as a customer. The delay was due to [brief explanation if appropriate, e.g., an unusually high volume of requests or internal process improvements], which caused a temporary delay in our response time. Please rest assured that we are taking immediate steps to prevent such occurrences in the future.

Thank you for bringing this matter to our attention and for your patience and understanding. Should you have any further questions or concerns, please do not hesitate to contact me directly at [phone number] or [email address]. We appreciate your business and look forward to serving you better in the future.

Once again, please accept our sincere apologies for the inconvenience caused.

Yours sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]