

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in the shipment of your recent order, [Order Number], placed on [Order Date]. At [Your Company Name], we strive to provide our customers with timely and reliable service, and we regret that we fell short of your expectations in this instance.

Unfortunately, the delay occurred due to [briefly explain reason: e.g., unexpected supply chain disruptions, inventory shortages, or carrier delays]. We understand the inconvenience this may have caused, and we take full responsibility for any disruption to your plans.

Please be assured that we have taken immediate corrective measures to address this issue, including [describe any actions taken: e.g., working with suppliers to ensure consistent inventory, enhancing our order tracking system, or collaborating with shipping partners to improve delivery times]. We are committed to preventing similar occurrences in the future and maintaining the high standard of service you expect from us.

As a token of our apology, we would like to offer you [optional: compensation, such as a discount, refund, or coupon], which you can redeem on your next purchase.

Your satisfaction is very important to us, and we greatly appreciate your understanding and patience. If you have any further questions or concerns, please do not hesitate to contact our customer service team at [phone number] or [email address].

Thank you for your continued support of [Your Company Name]. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position/Title]

[Your Company Name]