

Formal Apology Letter with Explanation for Delay in Delivery

[Your Company Letterhead or Name]
[Address Line 1]
[Address Line 2]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Position/Title]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

I am writing on behalf of [Your Company Name] to formally apologize for the delay in the delivery of your recent order, originally scheduled for [original delivery date]. We understand the importance of timely delivery and sincerely regret any inconvenience this delay may have caused to your business operations.

The delay was due to [briefly explain the reason, e.g., unforeseen supply chain disruptions, logistical challenges, or other specific circumstances]. Despite our efforts to adhere to the agreed timeline, these unexpected issues impacted our ability to deliver as planned.

We have taken immediate steps to resolve the situation, including [briefly outline corrective actions taken, such as working closely with suppliers, improving logistical processes, or offering expedited shipping]. Based on the latest updates, we expect your order to be delivered by [revised delivery date].

We greatly value your business and appreciate your patience and understanding in this matter. Please be assured that we are doing everything possible to prevent such delays in the future. If you have any further questions or require additional assistance, please feel free to contact me directly at [contact information].

Once again, we apologize for any inconvenience caused and thank you for your continued trust in [Your Company Name].

Sincerely,
[Your Name]
[Your Position/Title]
[Your Company Name]