

**[Your Company Name]**

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

**[Customer Name]**

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, **[Order Number]**, placed on **[Order Date]**. We understand that timely delivery is important to you, and we regret any inconvenience this delay may have caused.

The delay was due to **[briefly explain reason, e.g., "unexpected supply chain disruptions" or "logistical challenges with our shipping partner"]**. Please be assured that we are actively addressing this issue to prevent similar occurrences in the future.

As a valued customer, your satisfaction is extremely important to us. To express our sincere apologies, we would like to offer you **[mention compensation, e.g., "a 15% refund on your purchase" or "a discount coupon for your next order" or "free expedited shipping on your next purchase"]**. Your order is now scheduled to arrive by **[new delivery date]**.

Thank you for your patience and understanding. If you have any further questions or concerns, please feel free to contact our customer service team at [contact number/email]. We truly appreciate your business and look forward to serving you again.

Sincerely,

**[Your Name]**

[Your Position]

[Your Company Name]