

Sample Business Apology Letter for Delivery Delay to Client

[Your Company Letterhead]

[Date]

[Client Name]

[Client Position, if applicable]

[Client Company Name]

[Client Address Line 1]

[Client Address Line 2]

Dear [Client Name],

We would like to extend our sincerest apologies for the delay in delivering your recent order, [Order/Invoice Number], which was originally scheduled for delivery on [Original Delivery Date]. We understand how important timely delivery is to your business, and we regret any inconvenience or disruptions this delay may have caused.

The delay was caused by [briefly explain cause: e.g., unforeseen supply chain disruptions, unexpected demand, logistical challenges, etc.]. We take full responsibility for this oversight and assure you that we are actively working to resolve the issue.

We expect your order to be delivered by [Revised Delivery Date]. Our team is closely monitoring the process to prevent any further setbacks. If you have specific requirements or concerns during this period, please let us know so we can assist you promptly.

As a gesture of our commitment to your satisfaction, [optional: we would like to offer you a [discount/credit/voucher] valued at [amount], which can be used on your next order].

We highly value your partnership and appreciate your understanding and patience. Please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address] if you have any questions or require further assistance.

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

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]