

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Customer Address]

Dear [Customer Name],

Subject: Apology for Delayed Delivery of Your Order

We sincerely apologize for the delay in the delivery of your recent order, reference number [Order Number]. We understand how important it is for you to receive your purchases on time, and we deeply regret any inconvenience this delay may have caused.

The delay was due to [briefly explain the reason, e.g., unexpected supply chain disruptions, logistical issues, etc.], which was unfortunately beyond our immediate control. Please be assured that we are actively resolving these issues and have already implemented corrective measures to prevent such occurrences in the future.

We value your trust and satisfaction as our customer. As a gesture of goodwill, we are offering you [insert compensation – e.g., a discount, free shipping on your next order, a gift voucher, etc.].

Your order is now scheduled for delivery on [revised delivery date]. We appreciate your patience and understanding in this matter.

If you have any further questions or concerns, please do not hesitate to contact our customer service team at [contact information].

Once again, we sincerely apologize for the inconvenience, and thank you for giving us the opportunity to make things right.

Yours sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]