

# Apology Letter for Delay in Delivery of Services

[Your Company Letterhead]

Date: [Insert Date]

[Client's Name]

[Client's Company Name]

[Client's Address]

Dear [Client's Name],

I am writing on behalf of [Your Company/Department Name] to sincerely apologize for the delay in delivering the services as originally scheduled. We fully recognize the inconvenience this has caused you and your team, and we deeply regret not meeting the expectations we set together.

The delay was due to [briefly explain the reason for the delay, e.g., unforeseen technical issues, resource constraints, etc.], which we did not anticipate at the outset of our engagement. Please rest assured that we are actively addressing the situation and have taken the following steps to resolve the issue promptly:

- [List a corrective action, e.g., increasing resources, implementing a new process]
- [Outline any steps you are taking to prevent future delays]

We greatly value your partnership and understand the importance of reliable service. As a token of our commitment to making things right and to thank you for your patience, [mention any offer of goodwill, e.g., a discount, complimentary service, etc.].

Please know that we are fully committed to completing the delivery by [revised delivery date], and will keep you closely informed of our progress. Should you have any questions or require further assistance during this time, do not hesitate to contact me directly at [your phone number] or [your email address].

Once again, please accept our sincerest apologies. We greatly appreciate your understanding and continued trust in us.

Yours sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Contact Details]