

Business Apology Letter with Compensation Sample for Service Delay

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Dear [Customer Name],

We sincerely apologize for the recent delay in providing the services you requested from [Your Company Name]. We understand how important timely service is to our valued customers, and we deeply regret any inconvenience this delay may have caused you.

The delay was caused by [briefly explain the reason, e.g., "unexpected technical issues," "supply chain disruptions," or "staff shortages"]. Please be assured that we have taken immediate steps to resolve the issue and to prevent similar delays from occurring in the future.

As a gesture of our sincere apology, we would like to offer you [describe the compensation, e.g., "a partial refund of your service fee," "a complimentary upgrade," "a discount on your next service," or "a gift voucher worth \$XX"]. We value your relationship with us, and it is important to us that you feel appreciated and confident in our commitment to high-quality service.

Should you have any further concerns or if there is anything else we can do to assist you, please do not hesitate to contact us at [Your Contact Information].

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

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]