

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order ([Order/Invoice Number]), and for any inconvenience this may have caused. Providing timely and reliable service is a top priority for us, and we deeply regret that we have not met your expectations on this occasion.

The delay was due to [brief explanation of reason, e.g., unforeseen supply chain disruptions, high order volume, etc.]. As soon as we became aware of the situation, our team acted swiftly to expedite the processing of your order and to minimize any further inconvenience.

We are pleased to inform you that your order is now scheduled for delivery on [revised delivery date]. Additionally, to address the inconvenience and as a token of our appreciation for your patience, we would like to offer [describe compensation, e.g., a discount, free shipping on your next order, complimentary gift, etc.], which will be applied automatically to your account.

Please rest assured that we are thoroughly reviewing our procedures and have implemented the following measures to prevent future delays:

- [Briefly outline steps, e.g., enhanced inventory management, improved supplier coordination, etc.]

Your satisfaction is very important to us, and we are committed to maintaining the highest standard of service.

Thank you for your understanding and continued trust in [Your Company Name]. Should you have any further questions or require assistance, please feel free to contact our customer service team at [customer service phone number] or [email address].

Once again, we sincerely apologize for any inconvenience this delay may have caused and look forward to serving you better in the future.

Yours sincerely,

[Your Name]

[Your Position]

[Your Company Name]