

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order (Order #[Order Number]), originally scheduled to arrive on [Original Delivery Date]. We understand how important timely deliveries are to our customers, and we regret any inconvenience this may have caused.

The delay was due to [briefly explain reason, e.g., "unexpected supply chain disruptions"], which were beyond our immediate control. Please be assured that we have taken immediate corrective actions, including [mention specific measures, e.g., "working with new logistics partners and revising our inventory management processes"], to ensure such delays do not occur in the future.

As a token of our appreciation for your patience and understanding, and in recognition of the inconvenience you've experienced, we would like to offer you the following compensation:

- [Details of Compensation, e.g., "A 15% discount on your current order"]
- [Alternative: "A refund of \$XX to your original payment method"]
- [Alternative: "A \$20 service credit towards your next purchase"]

Please let us know which option you prefer, or if you have any other requests regarding your order.

Thank you for your continued trust in [Your Company Name]. If you have any further questions or concerns, please do not hesitate to contact our customer service team at [Contact Information].

We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]