

Date: [Insert Date]

Dear [Customer Name],

We would like to extend our sincere apologies for the delay in delivering your recent order, #[Order Number]. We understand how important timely delivery is to you, and we deeply regret any inconvenience this delay may have caused.

Unfortunately, the delay was due to [briefly explain reason, e.g., "unexpected supply chain disruptions" or "adverse weather conditions"]. Please rest assured that we are working diligently to prevent similar issues from occurring in the future and to maintain the high standard of service you expect from us.

As a token of our appreciation for your patience and understanding, we would like to offer you a **[XX]%** **discount** on your next purchase. To redeem this offer, simply use the code **[DISCOUNT CODE]** at checkout or mention this letter when placing your next order.

Once again, we apologize for the inconvenience. Your satisfaction is very important to us, and we appreciate your continued trust in our company.

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

Thank you for your understanding and for giving us the opportunity to serve you better.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Details]