

## Adjustment Letter Template: Full Refund for Late Delivery

[Your Company Name]  
[Your Company Address]  
[City, State, ZIP Code]  
[Phone Number]  
[Email Address]  
[Date]

[Customer Name]  
[Customer Address]  
[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your order, [Order Number/Description], which was scheduled to arrive on [Original Delivery Date]. Due to [briefly state the reason, e.g., unforeseen supply chain disruptions], your order was regrettably delivered later than promised.

We fully understand the inconvenience this delay may have caused and greatly appreciate your patience and understanding. At [Your Company Name], customer satisfaction is our top priority, and we recognize that we did not meet your expectations on this occasion.

To make amends, we are issuing a full refund for your purchase in the amount of [Refund Amount]. The refund will be processed to your original method of payment within [number of days, e.g., 3-5 business days]. You will receive a confirmation email once the refund has been completed.

We value your business and are committed to providing you with better service in the future. If you have any further questions or require additional assistance, please do not hesitate to contact us at [Customer Service Contact Information].

Thank you for your understanding, and we look forward to serving you again soon.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company Name]