

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused by the shipment delivery delay due to an **incorrect address** provided. We understand the frustration this may have caused and want to assure you that we are fully committed to resolving the issue promptly.

Our team is already working diligently to update your shipping details and ensure your order reaches you as soon as possible. We greatly appreciate your patience and understanding during this time, and please know that we are taking proactive steps to prevent such errors from occurring in the future.

If you have any further questions or need assistance, please feel free to contact our customer service at [Customer Service Contact Information].

Thank you for giving us the opportunity to address this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]