

Apology Letter for Delayed Delivery and Compensation

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your order #[Order Number], originally scheduled for delivery on [Original Delivery Date]. We understand that the delay has caused inconvenience and frustration, and we deeply regret any disruption this may have caused to your plans.

The delay was due to [briefly explain reason, e.g., unforeseen supply chain disruptions, high demand, etc.]. Please rest assured that we are actively working to resolve the issue and improve our processes to prevent it from happening again.

As a token of our apology and to thank you for your patience and understanding, we are offering [describe compensation, e.g., a partial refund, store credit, discount on your next purchase, free shipping, etc.]. You will receive details regarding this compensation shortly.

Your satisfaction is extremely important to us, and we greatly value your trust in our company. Should you have any further questions or require assistance, please contact our customer service team at [Contact Information].

Thank you again for your understanding and for giving us the opportunity to resolve this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Details]