

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Formal Apology for Delivery Delay

We are writing to offer our sincere apologies for the delay in the delivery of your recent order, [Order Number/Details]. We fully understand how important timely deliveries are to our customers, and we deeply regret any inconvenience this delay may have caused.

Unfortunately, unforeseen disruptions in our supply chain have significantly impacted our standard delivery timelines. These challenges were beyond our immediate control and include delays from our suppliers and transportation partners. Please rest assured that we are actively working with all parties involved to expedite the processes and provide you with your order as soon as possible.

Our team is committed to keeping you informed of any updates regarding your delivery status. We are also taking all necessary measures to prevent such issues in the future, including reviewing our supply chain management and strengthening contingency plans.

Once again, we sincerely apologize for any inconvenience and appreciate your patience and understanding during this time. If you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [Phone Number] or [Email Address].

Thank you for your continued trust and support. We value your business and look forward to serving you with the level of excellence you expect from us.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]