

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, reference number [Order Number]. We know how important timely service is to our customers, and we understand the inconvenience this has caused you.

The delay was due to [briefly explain reason, e.g., "unexpected supply chain disruptions" or "transportation issues"]. Please be assured that we are actively working to resolve these issues to ensure that future orders are processed and delivered on schedule.

As a token of our appreciation for your patience and understanding, and to compensate for any inconvenience, we are offering you [describe compensation, e.g., "a 10% refund on your order," "a complimentary voucher," or "free shipping on your next purchase"]. We hope this gesture demonstrates our commitment to your satisfaction.

Your trust is extremely important to us, and we are committed to restoring your confidence in our service. If you have any further questions or concerns, please do not hesitate to contact us at [contact information].

Thank you for your patience and continued support. We value your business and look forward to serving you better in the future.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]