

[Your Company Letterhead]

[Date]

[Recipient's Name]

[Recipient's Title/Position]

[Company Name]

[Company Address]

Dear [Recipient's Name],

We would like to sincerely apologize for the delay in the delivery of your recent order, [Order Number or Details], which was expected on [Original Delivery Date]. We regret any inconvenience this may have caused to your operations and value your patience in this matter.

The delay was due to [brief explanation of the cause, e.g., unforeseen supply chain disruptions, transportation issues, or production setbacks]. Please be assured that we are taking all necessary measures to resolve these issues and to prevent future occurrences.

As a token of our appreciation for your understanding and to restore your confidence in our services, we are pleased to offer you [describe the complimentary offer-e.g., a 15% discount on your next purchase, free expedited shipping, or a complimentary product]. Details of the offer are enclosed and may be redeemed with your next order.

Ensuring the satisfaction of our valued customers is our priority. Should you have any questions or require further assistance, please do not hesitate to contact us at [contact information].

Thank you for your continued trust in [Your Company Name]. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]