

[Your Company Letterhead]

Date: [Insert Date]

Dear [Customer Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in responding to your recent request for technical support regarding [briefly describe the issue, if appropriate].

At [Your Company Name], we strive to provide prompt and effective service to all our valued customers. We deeply regret any inconvenience or frustration our delayed response may have caused you. Please rest assured that this does not reflect the high standards we hold ourselves to in customer service.

The delay was due to [briefly explain cause, if appropriate, e.g., an unusually high volume of support requests or unforeseen technical issues]. We recognize how important timely support is and acknowledge that we did not meet your expectations in this instance.

We want to assure you that your support request is now our top priority. Our team is dedicated to resolving your issue as quickly as possible, and we will keep you updated on the progress until a complete resolution is reached.

Thank you for your patience and understanding. We value your business and trust, and we are committed to ensuring your complete satisfaction. Should you have any further concerns or require immediate assistance, please do not hesitate to contact us directly at [support contact details].

Once again, we apologize for the inconvenience. We appreciate the opportunity to serve you and look forward to continuing our relationship.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]