

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention your concerns regarding the late delivery of your recent order, [Order Number]. We sincerely apologize for any inconvenience this delay may have caused you.

After reviewing your case, we discovered that the delay resulted from [briefly explain reason for delay, e.g., "unexpected shipping disruptions"]. We understand how important timely delivery is to our customers, and we regret that we did not meet the high standards to which we hold ourselves.

As a gesture of our commitment to customer satisfaction, we would like to offer you [describe compensation, e.g., "a 15% refund on your order total" or "a \$20 gift card for your next purchase"]. We hope that this compensation will, in part, make up for any inconvenience you experienced.

Please let us know if there is anything else we can do to assist you. We value your business and appreciate your understanding. We are implementing measures to prevent such delays in the future and ensure better service moving forward.

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

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]