

Sample Adjustment Letter for Late Delivery Shipment

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent shipment, order number [Order Number], which was originally scheduled to arrive on [Original Delivery Date]. We understand the inconvenience this has caused and appreciate your patience and understanding.

The delay was due to [briefly explain the reason for the late shipment, e.g., unforeseen supply chain disruptions, unexpected demand, or logistical issues]. Please be assured that we have taken steps to resolve the issue and prevent similar occurrences in the future.

To rectify the situation, your shipment was dispatched on [Actual Shipment Date] and is expected to arrive by [New Expected Delivery Date]. As a token of our apology for any inconvenience caused, we are pleased to offer you [describe compensation, e.g., a discount, free shipping on your next order, or a gift item].

Maintaining your satisfaction is our top priority. Please do not hesitate to contact us at [Contact Information] if you have any further questions or require additional assistance regarding this matter.

Thank you for your understanding and continued loyalty.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]