

Sample Business Apology Letter for Delayed Order Processing

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in processing your recent order, [Order Number], placed on [Order Date]. We fully understand how important timely delivery is to you, and we regret any inconvenience this may have caused.

The delay was due to [briefly explain reason, e.g., an unexpected supply chain disruption], which impacted our ability to fulfill your order within our usual processing timeframe. Please rest assured that we are actively working to resolve this issue, and your order is now being prioritized. We anticipate that it will be shipped by [New Estimated Shipping Date].

As a gesture of our commitment to excellent service, we would like to offer you [e.g., a 10% discount on this order/expedited shipping on your next order/a complimentary gift]. We truly value your patience and understanding during this time.

To prevent similar issues in the future, we have taken the following steps: [briefly outline measures, e.g., enhanced inventory monitoring, new supplier partnerships, staff training, etc.].

Thank you for your continued trust in [Your Company Name]. Please let us know if there is anything further we can do for you. You may contact us at [Phone Number] or [Email Address] if you have any questions or require further assistance.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]