

[Your Company Letterhead]

[Date]

[Client's Name]

[Client's Address]

[City, State, ZIP]

Dear [Client's Name],

I am writing on behalf of [Your Company Name] to sincerely apologize for the delay in delivering [describe the service or product, e.g., "your order of ABC products" or "the requested service"]. We fully understand the inconvenience this may have caused and take full responsibility for not meeting the originally promised timeline.

Please rest assured that we have thoroughly reviewed our processes to identify the cause of the delay and are putting corrective measures in place to prevent a recurrence. At [Your Company Name], delivering quality service and ensuring our clients' satisfaction are our top priorities.

As an acknowledgment of the inconvenience caused, we would like to offer you [describe compensation, e.g., "a 15% discount on your current order," "a complimentary month of service," "a credit toward your next purchase," etc.]. We hope this gesture demonstrates our commitment to restoring your trust and maintaining our valued relationship.

We deeply appreciate your patience and understanding in this matter. If you have any further questions or require additional assistance, please do not hesitate to contact me directly at [your phone number] or [your email address].

Once again, we sincerely apologize for the delay and any inconvenience it may have caused. Thank you for your continued partnership with [Your Company Name].

Yours sincerely,

[Your Name]

[Your Position]

[Your Company Name]