

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Apology for Delay in Shipment

We sincerely apologize for the delay in the delivery of your recent order, [Order Number], placed on [Order Date]. We understand how important it is for our customers to receive their products promptly, and we deeply regret any inconvenience this may have caused you.

Due to [briefly state the reason for the delay, e.g., unforeseen supply chain issues, increased demand, etc.], there has been an unexpected delay in processing your shipment. Please rest assured that we have taken immediate action to resolve the issue and expedite your order. Your shipment is now scheduled to be delivered by [New Delivery Date].

As a token of our commitment to customer satisfaction and in recognition of the inconvenience this delay has caused, we would like to offer you [specify refund amount, percentage discount, store credit, or compensation details]. The refund/compensation will be processed automatically and should reflect in your account within [number of days] days.

At [Your Company Name], we value your business and strive to provide only the best service. We are reviewing our processes to prevent such delays in the future. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Contact Information] or reply to this email.

Thank you for your patience and understanding. We greatly appreciate your continued trust in us.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]