

Sample Adjustment Letter for Delayed Product Delivery and Poor Service

[Your Company Letterhead]

Date: [Insert Date]

Recipient Name: [Customer Name]

Recipient Address: [Customer Address]

Dear [Customer Name],

We sincerely apologize for the inconvenience you have experienced as a result of the delayed delivery of your order [Order Number] and the poor service associated with this transaction.

We understand how important it is to receive products on time and expect a high standard of service when dealing with [Your Company Name]. Unfortunately, due to [briefly explain cause, e.g., "unexpected supply chain disruptions"], your product was delayed by [number of days/weeks] beyond our original commitment. Additionally, we recognize that our response to your inquiries did not meet the level of professionalism and promptness that you deserve.

Please accept our sincerest apologies. We have taken immediate corrective actions to address these issues. Your order was shipped on [new shipping date] and should arrive by [expected arrival date]. We have also reviewed our communication and fulfillment processes to ensure improvements and prevent a recurrence of similar situations.

As a gesture of our commitment to customer satisfaction, we are offering [describe compensation or corrective action, e.g., "a partial refund/a discount on your next purchase/a complimentary gift"]. We value your trust and appreciate your patience.

If there is anything further we can do to assist you or restore your confidence, please contact me directly at [your contact information]. Thank you for your understanding and continued patronage.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]