

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 order (Order # [Order Number]), which was originally scheduled to arrive on [Original Delivery Date]. We understand how important timely deliveries are to our customers, and we regret any inconvenience this delay may have caused you.

The delay was due to [briefly explain reason, e.g., "unexpected supply chain disruptions"], and we are actively addressing the issue to ensure it does not occur in the future. At [Company Name], we pride ourselves on delivering quality service, and we are committed to earning your continued trust.

As a gesture of goodwill and to compensate for the inconvenience, we are offering you [state compensation, e.g., "a refund of \$50", "a 20% discount on your next purchase", or "a \$25 gift card"]. We hope this will help to alleviate any dissatisfaction caused by the delay.

If you have any additional questions or concerns, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email]. Thank you for your understanding and for choosing [Company Name]. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]