

Adjustment Letter for Product Exchange After Delivery Delay

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused by the delay in the delivery of your recent order, [Order Number], placed on [Order Date]. At [Your Company Name], we strive to provide timely and reliable service, and we regret that we did not meet your expectations on this occasion.

We understand how important it is for our customers to receive their products promptly. As you requested, we are prepared to exchange the delivered product for an alternative or replacement item of your choice. To proceed with the exchange, please let us know your preferred replacement product and any specific requirements you have.

Once we receive your confirmation, we will arrange for the prompt collection of the originally delivered item and expedite the shipment of the new product at no additional cost to you. Please be assured that we are taking steps to prevent similar delays in the future.

Thank you for your understanding and patience throughout this process. We value your business and are committed to ensuring your complete satisfaction. Should you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Once again, we apologize for any inconvenience this may have caused and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]