

# Adjustment Letter Sample: Shipment Delay Apology

[Your Company Letterhead]

**Date:** [Date]

**Customer Name:** [Customer Name]

**Customer Address:** [Customer Address]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, **Order #**[Order Number], placed on [Order Date]. We understand how important timely delivery is to you, and we regret any inconvenience this has caused.

The delay was due to [briefly explain reason, e.g., unexpected supply chain disruptions, inclement weather, etc.], which impacted our usual shipping schedules. Please be assured that this is not typical of our service, and we deeply regret the inconvenience.

We are actively working to resolve this matter and expect your shipment to be delivered by [Expected Delivery Date]. We have taken corrective measures to prevent similar issues in the future and appreciate your patience and understanding.

As a gesture of goodwill, we would like to offer you [mention any compensation, such as a discount, free shipping on your next order, etc.], which will be automatically applied to your account.

Once again, please accept our sincere apologies. If you have any further questions or require assistance, please do not hesitate to contact us at [Customer Service Contact Information].

Thank you for your continued trust in [Your Company Name]. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]