

Date: [Insert Date]

[Recipient Name]
[Recipient Title/Position]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient Name],

Subject: Apology and Compensation for Delayed Goods Shipment

We sincerely apologize for the delay in the shipment of your order **[Order Number]**, which was originally scheduled to be delivered on **[Original Delivery Date]**. We understand the inconvenience this delay may have caused and regret any disruption it may have brought to your operations.

The delay occurred due to **[briefly explain cause, e.g., unexpected supply chain issues, adverse weather conditions, etc.]**. Please be assured that our team has taken immediate measures to resolve the issue and prevent similar delays in the future.

As a gesture of our sincere apology and commitment to customer satisfaction, we are offering you **[describe compensation, e.g., a discount, free shipping on your next order, a partial refund, etc.]**. This will be processed automatically and does not require any additional action on your part.

Your shipment is now scheduled to reach you by **[New Delivery Date]**. We truly value your patience and understanding in this matter, and we deeply appreciate your continued trust in our company.

If you have any further questions or concerns, please do not hesitate to contact us at **[Contact Information]**. We are dedicated to providing you with the highest level of service and ensuring your satisfaction.

Once again, please accept our deepest apologies for this delay. We look forward to serving you better in the future.

Sincerely,
[Your Name]
[Your Title/Position]
[Company Name]
[Contact Email/Phone]