

[Your Company Letterhead]

[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]) placed on [Order Date]. We understand the inconvenience this may have caused and truly appreciate your patience and understanding during this time.

The delay was due to [brief explanation of the cause, e.g., "unexpected supply chain disruptions" or "unforeseen shipping delays"]. We take full responsibility for this incident and understand the importance of receiving your order as scheduled.

Please rest assured that we are taking corrective steps to prevent similar occurrences in the future, including [list one or two relevant actions, such as "implementing stricter delivery monitoring," "working closely with our logistics partners," or "increasing inventory to meet demand"].

As a token of our apology and to thank you for your continued trust, we would like to offer you [details of compensation: e.g., "a partial refund," "a discount on your next purchase," or "a complimentary gift"]. Your satisfaction is our top priority, and we hope this gesture helps make up for the inconvenience caused.

If you have any further questions or concerns, please do not hesitate to contact us at [contact information] or reply directly to this email/letter.

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]