

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience to our attention. We sincerely apologize for the delay in delivering your order [Order/Invoice Number] dated [Order Date]. We understand the inconvenience that this may have caused, and we appreciate your patience and understanding while we investigated the matter.

Upon review, we have identified the cause of the delay and taken immediate corrective actions to prevent a recurrence. As an adjustment, we are pleased to offer [state compensation, e.g., a refund, credit, discount, or replacement], which we hope will help to address your concerns and reaffirm our commitment to your satisfaction.

Please be assured that timely delivery is a top priority for our company. We have implemented additional measures in our logistics and order tracking systems to ensure that all future orders are processed and delivered promptly. Our team is dedicated to providing the highest level of reliability, and we are confident that you will experience improved service moving forward.

We value your business and are grateful for the opportunity to serve you. If you have any further questions or require assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]