

Date: [Insert Date]

To:

[Business Partner Name]  
[Company Name]  
[Address Line 1]  
[City, State, Zip Code]

Dear [Business Partner Name],

We are writing to formally express our sincere apologies for the recent delay in the delivery of your order. We fully understand the importance of timely deliveries and regret any inconvenience this delay may have caused your operations.

The delay was the result of unforeseen circumstances that were regrettably beyond our control. Please rest assured that we are taking all necessary measures to prevent such incidents in the future and to ensure reliable and punctual service moving forward.

As an expression of our regret and in recognition of the inconvenience this may have caused, we would like to offer you monetary compensation in the amount of [specify amount or terms]. This gesture reflects our genuine commitment to preserving the strong, trust-based partnership we have built over the years.

We greatly value your understanding and continued collaboration, and we are dedicated to making ongoing improvements to our service. Should you have any further concerns or require assistance, please do not hesitate to contact me directly at [contact information].

Thank you for your continued trust in us.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company Name]  
[Contact Information]