

Date: [Insert Date]

To: [Client Name]  
[Client Address]  
[City, State, ZIP]

Dear [Client Name],

We sincerely apologize for the recent delay in the delivery of your order. This delay was caused by unforeseen **supply chain issues** that were beyond our immediate control. We understand the inconvenience this may have caused and truly appreciate your patience during this time.

To express our gratitude for your understanding and to make amends for the inconvenience, we are pleased to offer you [details of compensation, e.g., a discount, free shipping, voucher, etc.] as a token of our goodwill. Please find more details regarding the compensation enclosed/attached with this letter.

Our team is working diligently to expedite your order and has implemented additional measures to improve our supply chain processes to prevent similar delays in the future. We value your business and are committed to providing the highest level of service.

If you have any further questions or require assistance, please feel free to contact us at [Contact Information]. Once again, we apologize for this situation and thank you for your continued trust and support.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Details]