

[Your Company Letterhead or Name]

[Date]

[Client's Name]

[Client's Position, if applicable]

[Client's Company Name]

[Client's Address]

Dear [Client's Name],

I am writing to extend my sincere apologies for the delay in [specific project, response, delivery, etc.] that occurred recently. We value our partnership and it is important for us to maintain the high standard of communication and promptness you expect and deserve.

The delay was due to an unfortunate miscommunication on our end regarding [briefly specify the nature of the miscommunication, e.g., project requirements, deadline, documentation, etc.], which resulted in a disruption to our scheduled timeline. Please be assured that this was not intentional, and we take full responsibility for the oversight and the inconvenience it may have caused you or your team.

We are taking proactive measures to prevent such issues in the future, including [briefly mention the solution, e.g., improving our internal communication protocols, assigning a dedicated point of contact, holding regular update meetings, etc.].

Your satisfaction is of the utmost importance to us, and we are committed to completing your [project/order/request] as quickly and efficiently as possible. If there is anything further we can do to make up for this delay or if you have any additional concerns, please do not hesitate to let me know.

Thank you for your understanding and continued trust in our services. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]