

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

We would like to sincerely apologize for the delay in delivering your recent order, [Order Number/Details], which was initially scheduled for delivery on [Original Delivery Date]. We fully recognize that timely delivery is essential to our customers, and we sincerely regret any disruption or inconvenience this may have caused you.

The delay was due to [briefly explain the reason for the delay, e.g., unforeseen supply chain disruptions, high demand, or logistical challenges]. We are currently working diligently to resolve these issues and expect your order to be delivered by [New Estimated Delivery Date].

As a gesture of goodwill and appreciation for your patience, we would like to offer you [details of compensation, e.g., a partial refund, discount, free shipping on your next order, store credit, etc.]. We hope this compensation helps to make up for any inconvenience you have experienced.

At [Your Company Name], our customers are always our top priority, and we truly value your continued trust and loyalty. Please know that we are taking steps to prevent similar issues in the future.

If you have any further questions or concerns, please do not hesitate to contact our customer service team at [Customer Service Phone/Email].

Thank you again for your patience and understanding.

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