

[Your Company Letterhead]

[Date]

[Customer Name]

[Address Line 1]

[Address Line 2]

[City, State ZIP Code]

Subject: Sincere Apology for Shipment Delay and Notification of Refund

Dear [Customer Name],

We are writing to express our sincerest apologies regarding the delay in the delivery of your recent order, [Order Number], placed on [Order Date]. We understand how important it is for our customers to receive their orders on time, and we deeply regret any inconvenience this has caused you.

The delay was caused by [briefly explain the cause of the delay, e.g., unforeseen supply chain disruptions, high order volume, etc.]. Please be assured that we are actively working with all involved parties to prevent similar delays in the future and have implemented additional measures to uphold our commitment to exceptional service.

As a gesture of goodwill and in line with our commitment to customer satisfaction, we have processed a full refund for your order. The refunded amount of [Refund Amount] will be credited to your original method of payment within [Number] business days. You will receive a confirmation email as soon as the transaction has been completed.

Once again, we sincerely apologize for the inconvenience and disappointment this delay may have caused. We value your trust and loyalty, and we are dedicated to rebuilding your confidence in our services. Should you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and patience.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]