

Sample Adjustment Letter for Late Delivery Apology and Compensation

[Your Company Name]
[Company Address]
[City, State ZIP Code]
[Phone Number]
[Email Address]
[Date]

[Customer Name]
[Customer Address]
[City, State ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order, [Order Number], which was scheduled to arrive on [Original Delivery Date]. We understand how important it is for you to receive your orders on time, and we regret any inconvenience this has caused.

The delay was due to [briefly explain reason for delay, e.g., unforeseen supply chain disruptions], which impacted our ability to fulfill orders as promptly as usual. We are actively working with our partners to resolve these issues and prevent such occurrences in the future.

As a token of our appreciation for your patience and understanding, we would like to offer you [describe compensation, e.g., a 15% discount on your current purchase, free shipping on your next order, or a complimentary gift]. We hope this gesture helps make up for the inconvenience caused.

We value your business and are committed to providing you with the highest level of service. If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Contact Information].

Thank you for your continued trust and understanding.

Sincerely,
[Your Name]
[Your Title]
[Your Company Name]