

Date: [Insert Date]

Customer Name

Customer Address

City, State, ZIP Code

Dear [Customer Name],

Subject: Apology and Resolution for Late Delivery of Your Order

We sincerely appreciate your recent order with [Your Company Name] and thank you for choosing our services. We are writing to address the delay in the delivery of your order (Order No: [Order Number]), which was scheduled to arrive on [Original Delivery Date].

Due to [briefly explain reason for delay, e.g., supply chain interruptions, unexpected demand, etc.], your shipment was not delivered as scheduled. We deeply regret any inconvenience this may have caused and want to assure you that we take this matter very seriously.

To rectify the situation, your order has now been prioritized and will be delivered by [New Delivery Date]. We have implemented additional measures to prevent similar delays in the future and are committed to providing you with prompt and reliable service.

As a gesture of goodwill for the inconvenience caused, we are pleased to offer you [describe compensation, e.g., a discount, free shipping on your next order, etc.]. Please find the details enclosed/attached.

Thank you for your patience and understanding. We value your business and look forward to serving you better in the future. If you have any further questions or need assistance, please do not hesitate to contact our customer service team at [Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]