[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear [Customer’s Name],

**Subject: Our Sincere Apologies for the Delay**

We are writing to apologize for the delay in delivering [*specific service/product, e.g., “your recent order of [Product Name*]” or “the completion of [*Service Name*]”]. We understand how important timely delivery is to you, and we regret falling short of your expectations on this occasion.

The delay was caused by [*brief explanation, e.g., “unexpected supply chain disruptions” or “an unforeseen increase in demand”*], and we are actively taking steps to prevent such issues in the future.

We are pleased to inform you that your [service/product] is now scheduled to be delivered on [New Delivery Date]. Our team is working diligently to ensure there are no further delays.

As a token of our commitment to your satisfaction, we would like to offer you [*specific gesture, e.g., “a discount,” “a complimentary upgrade,” or “priority service on your next order*”].

If you have any questions or concerns, please do not hesitate to contact us at [Email Address/Phone Number]. We truly value your business and appreciate your understanding and patience as we work to resolve this matter.

Thank you for trusting [COMPANY NAME]. We are committed to ensuring your future experiences with us exceed your expectations.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]