

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in service that you experienced with [specific service]. We understand how important this matter is to you and we truly regret any inconvenience this may have caused.

At [Your Company Name], we pride ourselves on providing timely and efficient service, and it is clear that we fell short in this instance. The delay was due to [brief explanation of reason], and we are actively working to resolve the issue to prevent it from happening again in the future.

We greatly value your trust and support, and we want to make things right. As a token of our sincere apologies, we would like to offer you [compensation or discount, if applicable]. Please feel free to reach out to us directly at [contact information] if you have any additional questions or concerns.

Again, I am truly sorry for the inconvenience this has caused and appreciate your understanding and patience in this matter.

Thank you for your continued support.

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