

Letter of Contrition for Unfulfilled Shipping Promise

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for our failure to fulfill the shipping promise that we made regarding your recent order, #[Order Number]. We understand the importance of timely delivery and the inconvenience that this delay may have caused you.

At [Your Company Name], we pride ourselves on our commitment to our customers, and it is with deep regret that we acknowledge our shortcomings in this instance. We are currently investigating the cause of the delay to ensure this does not happen again in the future.

As a gesture of our contrition, we would like to offer you [Insert Compensation, if applicable, e.g., a discount, free shipping on your next order]. We hope this helps to make up for any inconvenience we have caused.

Thank you for your understanding and patience during this time. Please feel free to reach out to us at [Your Contact Information] if you have any questions or concerns.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Address]

[Your Company Phone Number]