

Apology for Delivery Issue

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent issue regarding the delivery of your order #[Order Number]. We understand how important it is for you to receive your items on time, and we deeply regret any inconvenience this may have caused.

Please know that we are taking this matter very seriously. Our team has identified the cause of the delay, and we are implementing measures to ensure this does not happen again in the future. We are committed to enhancing our delivery process and improving our services for our valued customers.

To resolve this situation, we have prioritized the shipment of your order, which should arrive by [New Delivery Date]. Additionally, as a gesture of our goodwill, we would like to offer you [Compensation Offer, e.g., a discount, refund, etc.].

We greatly appreciate your understanding and patience during this time. Your satisfaction is our top priority, and we are dedicated to making this right.

If you have any further questions or concerns, please do not hesitate to contact us at [Contact Information]. Thank you for your continued support.

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