

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Title]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally apologize for the inconvenience caused by the incomplete delivery of your order #[Order Number] on [Delivery Date]. We understand how important it is for our customers to receive their orders promptly and in full.

This disruption was due to [brief explanation of the reason, if applicable], and it does not reflect the high standards we strive to maintain. We take full responsibility for this lapse and are committed to rectifying the situation as quickly as possible.

To make amends, we will [explain the steps you will take, such as reshipping the order, providing a discount, etc.]. We value your business and appreciate your understanding as we work to resolve this issue.

Once again, I sincerely apologize for the inconvenience and thank you for your patience. Should you have any further questions or concerns, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company's Name]