

Letter of Sincere Regret for Delivery Oversight

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent delivery oversight regarding your order #[Order Number]. We understand the importance of timely deliveries and deeply regret any inconvenience this may have caused you.

Upon reviewing the situation, we discovered that [brief explanation of the oversight, e.g., "due to an unexpected decrease in staffing, your order was delayed"]. This is not reflective of our usual standards, and we take full responsibility.

To rectify this matter, we have [explain what actions have been taken, e.g., "prioritized your shipment" or "issued a full refund"]. We value your business and are committed to ensuring your satisfaction.

Again, I extend my sincerest apologies and appreciate your understanding in this matter. If you have any further concerns or require assistance, please do not hesitate to contact me directly.

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Contact Information]