

# Letter of Acknowledgment for Delayed Service Promise

Date: [Insert Date]

To: [Recipient's Name]

[Company Name]

[Company Address]

Dear [Recipient's Name],

We are writing to acknowledge your recent communication regarding the delayed service promise for [specific service or product]. We understand your concerns and sincerely apologize for any inconvenience this may have caused.

At [Your Company Name], we strive to meet our commitment to our customers and regret that we have not met your expectations this time. We want to assure you that we are actively working on resolving the issue and anticipate that the service will be completed by [insert new completion date].

Thank you for your understanding and patience during this time. If you have any further questions, please do not hesitate to reach out to us.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]