

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for not meeting our delivery commitment on [specific date]. We understand the importance of timely delivery and regret any inconvenience this may have caused you.

Please know that we are actively working to resolve the issue and ensure that your order reaches you as quickly as possible. We value your trust in us and are committed to providing you with the best service.

As a gesture of our sincere apologies, we would like to offer you [mention any compensation, if applicable]. We appreciate your understanding and patience during this time.

Thank you for your continued support. If you have any further questions or concerns, please do not hesitate to reach out.

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