

Apology Letter for Delivery Discrepancy

Date: [Insert Date]

[Your Name]
[Your Position]
[Your Company Name]
[Your Company Address]
[City, State, Zip Code]

[Recipient Name]
[Recipient Position]
[Recipient Company Name]
[Recipient Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent discrepancy in your delivery with us that occurred on [Insert Date of Discrepancy]. It has come to our attention that [briefly describe the issue, e.g., 'the order you received was missing several items'].

Please allow me to express our regret for any inconvenience this may have caused to you and your business. We take full responsibility for the error and are currently investigating the issue to ensure that it does not happen again in the future.

To rectify this situation, we are [insert corrective actions, e.g., 'shipping the missing items to you at no additional cost and offer a discount on your next order as a gesture of goodwill']. We appreciate your understanding and patience as we resolve this matter swiftly.

Thank you for your continued trust in us. If you have any further questions or require assistance, please do not hesitate to reach out directly.

Sincerely,

[Your Signature (if sending a hard copy)]
[Your Name]
[Your Position]
[Your Company Name]