

[Your Name]

[Your Position]

[Your Company]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the recent delivery error regarding your order #[Order Number]. We understand how important it is for our customers to receive their purchases on time and in the right condition, and we deeply regret any inconvenience this may have caused.

Please be assured that we are taking immediate steps to rectify this situation. [Briefly explain the steps being taken to resolve the issue]. We value your trust and commitment to our company, and we are dedicated to ensuring that you are satisfied with your experience.

As a gesture of our apology, we would like to offer you [mention any compensation, if applicable]. We hope this will help to make up for the trouble caused and show our commitment to serving you better in the future.

Thank you for your understanding and patience during this time. Please feel free to reach out to us at [Phone Number] or [Email Address] if you have any further questions or concerns.

Sincerely,

[Your Name]

[Your Position]

[Your Company]