

Apology for Delivery Issues

Dear [Customer's Name],

We sincerely apologize for the inconvenience you experienced with your recent order, [Order Number]. We understand that timely delivery is important, and we deeply regret any frustration this may have caused.

Please know that we are actively working to resolve the issues that led to this delay and are taking measures to ensure it does not happen again in the future.

As a token of our appreciation for your understanding, we would like to offer you [compensation, e.g., a discount or a gift card].

If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Email or Phone Number].

Thank you for your understanding and patience.

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