

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Recipient Name  
Recipient Title  
Company Name  
Company Address  
City, State, Zip Code

Dear [Recipient Name],

I am writing to sincerely apologize for the recent delivery shortage concerning your order [Order Number]. We understand how important it is for our customers to receive their products on time and in full.

Unfortunately, due to [brief explanation of the cause], we were unable to fulfill your order as promised. We take full responsibility for this oversight and appreciate your understanding during this time.

To rectify this situation, we have taken the following actions: [list actions taken]. We are committed to ensuring that this does not happen again in the future.

As a token of our apology, we would like to offer you [mention any compensation, if applicable]. Thank you for your understanding and patience as we work to resolve this issue.

If you have any further questions or concerns, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Thank you for your continued support.

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