

# Follow-Up Apology for Delivery Issues

Date: [Insert Date]

Dear [Customer's Name],

I hope this message finds you well. I am writing to follow up regarding the recent delivery issues you experienced with your order #[Order Number].

Once again, I sincerely apologize for the inconvenience this has caused you. We strive to provide excellent service to our customers, and I regret that we fell short in this instance.

Please know that we are actively working to resolve these issues and prevent them from occurring in the future. Your satisfaction is our top priority, and we appreciate your understanding and patience during this time.

If you have any further concerns or if there is anything we can do to improve your experience, please feel free to reach out to me directly at [Your Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Your Contact Information]