

Dear [Client's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the installation of our services at your location. As a valued long-term client, you have our utmost respect and gratitude, and we deeply regret any inconvenience this delay may have caused you.

We encountered unforeseen circumstances that impacted our timeline. Please rest assured that our team is working diligently to resolve these issues and resume the installation process as quickly as possible.

Your satisfaction is our top priority, and we appreciate your understanding and patience during this time. We are committed to keeping you updated on our progress and will notify you promptly with any new information regarding your installation schedule.

If you have any questions or require further assistance, please do not hesitate to contact us directly. Thank you for your continued support and trust in our services.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]