

Dear [Customer's Name],

Thank you for reaching out to us regarding your magazine delivery issue. We sincerely apologize for the inconvenience you have experienced.

We understand how important it is for you to receive your magazine on time, and we are currently investigating the matter to ensure it is resolved promptly. Your subscription details have been noted, and we will take the necessary steps to rectify this situation.

As a gesture of goodwill, we would like to offer you [compensation if applicable, e.g., a discount or an extra issue]. We appreciate your patience and understanding as we work to resolve this issue.

If you have any further questions, please do not hesitate to contact us at [Contact Information].

Thank you for your continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]