

Letter of Explanation and Apology

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the delivery of your order, originally scheduled for [original delivery date].

Unfortunately, [brief explanation of reason for delay, e.g., unforeseen circumstances, supply chain issues, etc.]. We understand that timely delivery is crucial, and we are truly sorry for any inconvenience this may have caused.

We are taking steps to ensure that your order is shipped as soon as possible. Your new estimated delivery date is [new delivery date].

As a gesture of our apology, we would like to offer you [mention any compensation, if applicable, e.g., a discount, future credit, etc.].

Thank you for your understanding and patience in this matter. Please feel free to reach out to us if you have any further questions or concerns.

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