

# Letter of Accountability for Delivery Error

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally acknowledge and apologize for the delivery error that occurred on [insert date of delivery]. We understand the importance of timely and accurate delivery, and we take full accountability for the mistake.

After reviewing the situation, we found that [briefly explain the cause of the error, e.g., incorrect address, inventory issue]. We are actively working to resolve this matter and ensure that your order, [order number], is delivered correctly.

As a token of our commitment to customer satisfaction, we would like to offer you [mention any compensation or solution, if applicable]. We value your business and appreciate your understanding as we rectify this situation.

Please feel free to reach out to me directly at [your phone number] or [your email] if you have any further questions or concerns.

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]