

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent delay in the delivery of your order #[Order Number]. We understand how important it is for our customers to receive their packages on time, and I regret that we fell short in this instance.

At [Company Name], we pride ourselves on providing exceptional service, and it is clear that we did not meet those standards with your experience. This is not reflective of our mission to serve you, and we are taking steps to ensure that delays like this do not happen in the future.

As a gesture of our commitment to improving, we would like to offer you a [discount/credit/other offer] on your next purchase. Additionally, I encourage you to reach out to our customer service at [Customer Service Contact Information] should you have any further concerns or questions.

Thank you for your understanding and patience as we work to resolve this issue. We truly value you as our customer and hope to restore your faith in our service.

Warm regards,

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