

Letter of Offer to Rectify Missed Delivery Issue

Date: [Insert Date]

To,

[Customer's Name]
[Customer's Address]
[City, State, Zip Code]

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the missed delivery of your order #[Order Number] which was scheduled for delivery on [Original Delivery Date]. We understand how important this delivery is to you and we regret any inconvenience this may have caused.

To rectify the situation, we would like to offer you the following:

- A new delivery date of [New Delivery Date] at no additional charge.
- A discount of [Discount Amount] on your next purchase as a gesture of goodwill.

Please confirm if the new delivery date works for you, or if there's anything else we can do to assist you further. Your satisfaction is our top priority.

Thank you for your understanding and patience in this matter. We appreciate your business and look forward to serving you better in the future.

Sincerely,

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