

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Recipient Address]

[City, State, Zip Code]

Subject: Acknowledgment and Apology for Late Delivery

Dear [Recipient Name],

We hope this message finds you well. We are writing to formally acknowledge the delay in delivering your order #[Order Number], originally scheduled for [Original Delivery Date].

We deeply apologize for any inconvenience this may have caused you. Unfortunately, [brief explanation of the reason for the delay, e.g., unexpected circumstances, supply chain issues]. We understand the importance of timely delivery and are committed to providing you with the best service possible.

As of today, we have expedited your order, and it is scheduled to be delivered by [New Delivery Date]. We appreciate your understanding in this matter and assure you that we are taking steps to prevent similar issues in the future.

Thank you for your patience and understanding. If you have any further questions or concerns, please do not hesitate to reach out.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]