

Apology for Service Delay

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in service you experienced recently. We understand the inconvenience this may have caused, and we take full responsibility for not meeting your expectations.

At [Your Company Name], we pride ourselves on our commitment to customer satisfaction. Unfortunately, unforeseen circumstances arose that affected our ability to provide the timely service you deserve. We are actively addressing these issues to ensure they do not occur in the future.

As a gesture of goodwill, we would like to offer you [mention any compensation, if applicable]. We value your business and appreciate your understanding during this time.

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

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