

**Dear [Customer's Name],**

We hope this message finds you well. We are writing to sincerely apologize for the delay in the delivery of your recent order placed on [Order Date].

We understand how important timely delivery is, and we regret any inconvenience this may have caused you. Unfortunately, due to [brief explanation of the reason for the delay, e.g., unforeseen circumstances, high demand, etc.], we were unable to fulfill your order on schedule.

We are taking steps to ensure that such delays do not occur in the future and appreciate your understanding in this matter. As a token of our commitment to providing you with the best service, we would like to offer you a [discount, coupon, or other compensation] on your next order.

Thank you for your patience and understanding. Please feel free to reach out to us at [Contact Information] if you have any further questions or concerns.

Best regards,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]