

# Letter of Explanation and Apology

Date: [Insert Date]

To: [Partner's Name]

From: [Your Name]

[Your Company Name]

[Your Company Address]

Dear [Partner's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the services we were supposed to provide to you and your team. We understand that timely delivery is crucial for our partnership, and we are truly sorry for any inconvenience this may have caused.

The delay was caused by [brief explanation of the reason for the delay, e.g., unexpected demand, staffing issues, technical difficulties]. Please be assured that we are actively working to resolve these issues and are implementing measures to prevent this from happening in the future.

We value our partnership and are committed to ensuring your satisfaction. As a gesture of our goodwill, we would like to offer [mention any compensation, if applicable, e.g., a discount, free service].

Thank you for your understanding and patience during this time. Please feel free to reach out to me directly at [Your Phone Number] or [Your Email Address] if you have any further concerns or need assistance.

We appreciate your continued partnership and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]