

Letter of Goodwill and Resolution

Date: [Insert Date]

Dear [Partner's Name],

We hope this message finds you well. We are writing to address the recent service delays that have affected our partnership. We understand how crucial timely service is for the success of our joint efforts, and we sincerely apologize for any inconvenience this may have caused.

At [Your Company Name], we value our collaboration and are committed to resolving this issue promptly. We are taking immediate steps to enhance our service delivery, including [briefly outline any corrective measures being implemented].

To demonstrate our goodwill and appreciation for your understanding, we would like to offer [insert goodwill gesture, e.g., discount, complimentary service, etc.]. We hope this gesture helps to reinforce our commitment to supporting your business.

Thank you for your patience and understanding during this time. Please feel free to reach out to us at [contact information] if you have any questions or concerns.

We look forward to continuing our successful partnership and appreciate your trust in us.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]