

# Customer Service Apology Letter for Late Shipment

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the shipment of your recent order, #[Order Number]. We understand how important it is for you to receive your products on time, and we are truly sorry for any inconvenience this may have caused.

Due to [brief explanation of the reason for the delay, e.g., unexpected supply chain issues], your order was not dispatched as scheduled. We are actively working to resolve this issue and are taking steps to ensure that your order is shipped as soon as possible.

As a token of our appreciation for your patience and understanding, we would like to offer you [mention any compensation, e.g., a discount, free shipping on your next order, etc.]. We value your business and are committed to provide you with the highest level of service.

Thank you for your understanding and for being a valued customer. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Contact Information].

Warm regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]