**Apology Letter Delay in Delivery Example:**

(customer address)

(insert date)

REF: (insert order or reference number)

Dear (enter name of customer),

It is with regret that we received your letter on (insert date) regarding an order you had placed for (give details) on (enter date) that you had still not received after a week/two weeks/one month.

First of all, on behalf of (enter company name) I would like to personally apologise for any inconvenience this has caused you. We appreciate you bringing this problem to the forefront so that now we can aim on working through it to prevent it happening to any of our other customers.

Here at (insert company name) we pride ourselves in providing only the best service for our customers so we were deeply disappointed to hear about your delay in delivery. I have personally made sure that your order is now on its way and will be with you in the next few days/week/fortnight.

We would like to apologise once again for the inconvenience. If you have any further comments on this matter then feel free to contact us.

We thank you for your patience and support,

(signature)

(name and job title)

(contact details)