ABC Cargo international.  
Westwood road.  
Reference number: A2098765

Dated: 12th October, 20XX

Respected Sir/Madam,

We are extremely sorry for the delay in your requested shipment referenced A2098765. It has been rather upsetting for us too that sudden strike by the service companies has caused a delay of about 2 weeks in your shipment. We understand that this long-term delay would have upset you as well. We tried our best to handle the situation or devise a way out, but nothing was possible.

Undertaking the responsibility of delay in goods we at ABC Cargo international take pleasure in giving you compensation of 7%. We hope to enjoy a cordial relationship in the future with you.

Best regards,

ABC Cargo International.  
12th October 20XX