October 5, 20XX

Surrey Ralph   
Cooperative Manager  
Infosys Company  
123 Main St.  
Manchester, WA 77899

Subject: The goods will be delayed

Dear Mr. Ralph,

This letter is regarding your order number 309 that you had placed from our company’s outlet in Manchester on the 5th of this month.

We heartedly seek apology from you regarding late in delivery of the items that you had ordered. Because of non-uniformity in fabrication department you have come across with this inconvenience. We have received orders this month beyond expectation and all this has caused the delay in your order. Our customer services helpline is trying its best to diminish the delay as soon as possible to lessen your issue. For this purpose, we have provisioned our sales department with ten more staff members than usual that will work for continuous 18 hours a day and most probably your shipment will be ready to dispatch in next four to five days.

You have been a supportive and loyal customer to our organization since many years and we are highly obliged to you for your support towards our company. For inconvenience this time we are highly apologized to you and offer 15% discount with your next purchase from our outlet. When you will place order next time you can avail this opportunity. We have taken all regulatory measures now to avoid this kind of happening for next. These delays put a great impact on our company’s reputation, and we apologize to you once again for all the issues and trouble that you had to face because of late delivery. We appreciate your efforts to support us in this matter.

Regards,  
Manish Edison