Date:

To

[The Recipient Name]  
[Address]

Dear [XYZ],

Thank you for reaching out to us. We apologize for the inconvenience you have faced owing to the delayed delivery of your order. Unfortunately, the product you ordered went out of stock due to its high demand. However, it will be restocked in just a couple of days. We will make sure your delivery takes place on an urgent basis once our stocks have been replenished.

We are extremely sorry for your unpleasant experience. Let us make it up to you by offering a 5% discount on your next purchase. We hope you continue visiting our store.

Thank you for your patience and cooperation.

[Your Name]  
[Designation]  
[Company Name]  
[Address Line 1]  
[Address Line 2]

[Signature]