Your Name

Street Address City, ST ZIP Code

Phone | Email

Date

Recipient Name

Title

Company Name

Street Address City, ST ZIP Code

Dear Recipient Name:

Hello sir, I received your message regarding the delayed shipment. First, I was surprised as we deliver the products on time. When you placed the order, by next day we sent it to courier service. When your complaints us related to the delayed shipment, I called to courier service provider. He told me the reason for the delay. According to him, the truck met an accident and by resolving all issues it took about 4 days to take the products to the location. For that reason, the products were shipped late. I hope you understand and accept our apology for the delay in shipment.

Sincerely,  
  
Your Name