Subject: Apology for the delay in delivery

Dear Sir,

I hope you will be having good health. This email is being sent to you on behalf of my team for excusing the inconvenience you faced due to the late delivery of your parcel. We strive hard to provide the fastest delivery of goods to our customers at a minimum cost. Sometimes, delivery gets late due to unavoidable circumstances and customers get embarrassed.

We received a lot of complaints from many of our customers about the same matter. Your shipment was supposed to be delivered on the 7th of April, 20XX and you received it on 18th of April.  I inquired the matter and came up with some findings:

1. Due to the outbreak of COVID-19, the Government of USA imposed lockdown.
2. Event of lockdown restricted the movement of all vehicles including those belonging to courier companies.
3. Meanwhile, all the vehicles were stuck in the way and the delivery of goods to all customers was badly affected.

After one week, the Government announced flexibility in lockdown, and at that time, vehicles started moving and delivered all the parcels. Delay in delivery occurred due to the above-mentioned events. My inquiry also made it clear that it all happened due to the circumstances which were beyond the control of the company. I hope you will accept our apology.

Sorry for any inconvenience.

Yours sincerely,

Anderson  
Manager Customer Relation Department  
American Courier Service