Date: ------------------

Respected valued customer,

We received your complaint regarding the late delivery of the products you ordered from our company. We truly understand the importance of delivering your order on time, and we sincerely regret the inconvenience caused by this delay.

We realize that late delivery can be disappointing, especially when customers place their trust and high expectations in us. Please accept our heartfelt apology for not being able to provide timely service on this occasion. We assure you that we are taking steps to ensure this does not happen again.

The delay occurred due to unexpected circumstances beyond our control, which disrupted the transportation and delivery process. Unfortunately, this led to our courier company being unable to deliver the products within the promised timeframe.

Our customers are our greatest asset, and their satisfaction is our top priority. We will continue to improve our processes to ensure timely delivery in the future. Thank you for your patience and understanding.

Sincerely,

Your name  
Company name  
Position in the company