Eric Dane  
Manager at ABC Shop

**Dated:** 28th February 20XX

**Subject:** Response to delayed delivery complaint

Dear Eric,

I hope this letter finds you in the best of health and happiness. I am writing to respond to you about your complaint that you lodged yesterday on our official website regarding the issue of delayed delivery. Our team viewed your complaint and to take matters seriously, made efforts to find out the culprit behind delayed delivery. Our company takes great pride in providing timely delivery of your goods at your doorstep, therefore, we apologize for the delay.

Upon investigation, we found out that your package was handed to the delivery team on time, but the delivery vehicle met a serious accident, and the process of delivery was delayed. Change of vehicle also lengthen the delivery process thus, you had to suffer.

The accident was uncalled for, but we apologize for the inconvenience it caused you. We will try to provide exceptional services in the future. We expect you to trust us and enjoy our services fully as our team is more than happy to serve its valued customers.

Best wishes.

Regards,

[Writer Name]  
Manager at XYZ Company