

[Your Name]

[Your Position]

[Company Name]

[Company Address Line 1]

[Company Address Line 2]

[City, State, ZIP Code]

[Date]

[Recipient Name]

[Recipient Position]

[Recipient Company Name]

[Recipient Company Address Line 1]

[Recipient Company Address Line 2]

[City, State, ZIP Code]

## **Subject: Apology for [State the Issue Clearly]**

Dear [Recipient Name],

I am writing to sincerely apologize for [briefly describe the issue, e.g., the delay in delivery of your order]. We value your business relationship, and it was never our intention to cause you inconvenience.

The issue arose due to [brief explanation of the reason for the issue]. We understand how important this is to you, and we take full responsibility for the oversight.

To address this, we have already taken the following steps: [describe any corrective actions taken]. We are committed to preventing such incidents from occurring in the future by [mention any process change or quality improvement].

Please accept our sincerest apologies for any frustration this may have caused. We greatly appreciate your understanding and continued partnership.

If you have any questions or require further assistance, feel free to contact me directly at [phone number] or [email address].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]