**Apology Letter to a Customer**

Dear Ms. Smith,

I’m writing to personally apologize on behalf of our company. I understand that your order was not delivered in a timely manner, and that is not acceptable.

We’re looking into what went wrong, and will work on finding a solution as quickly as possible so that this doesn’t happen again.

In the meantime, I’d like to offer you a voucher for $20 off your next purchase, should you decide to give us another chance.

Please accept our sincere apologies. We hope to work for you again in the future.

Kind regards,

John Williams

Store Manager