

Apology Letter to Your Customer

From,

Mr. John

Date:

To,

Mr. Smith,

Subject: Sorry Letter to your Customer

Dear Smith,

I am writing this apology letter to say sorry on behalf of our company. I know your order was not delivered on time and that is not acceptable.

We are working on to find out the fault and its solution as soon as possible. So that this will not repeat again in the future. Meanwhile, I would like to offer 15\$ off to you for your next purchase to give us another chance.

Kindly accept our sorry letter. We make sure that this mistake never happens again in the future. We hope to work again in the future.

Thank & Regards,

John.