[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: APOLOGY AND REQUEST FOR EXTENSION TIME TO DELIVER GOODS**

Dear [CONTACT NAME],

We hereby acknowledge that we have received your notice in which you informed us that the products shipped to your facility at [CITY, STATE/PROVINCE] on [DATE] did not conform to our contract dated [DATE].

We truly regret this unintentional mistake on our part. You deserve an explanation for what went wrong:

[EXPLANATION]

Although we recognise that the time for performing under this agreement has expired, we are requesting that you extend the time to [DATE] in order for us to replace the shipment with goods that conform to our agreement.

Please accept our apology for any inconvenience caused. Do not hesitate to contact me if you wish to discuss more on those issues.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]