[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: WE APOLOGISE FOR OUR MISTAKE**

Dear [CLIENT NAME],

When [COMPANY] mishandles an order, it causes great harm. In terms of the circumstances involved in your recent order number [NUMBER], your letter was an indication of patience and understanding, and we thank you for that.

Please see the summarised the errors below:

1. You were promised a delivery date of [DATE] but received the order on [DATE].
2. [ERROR]
3. [ERROR]

We take errors in serious consideration and are willing to do what it takes to correct them. We extract a promise of a [DATE] delivery date on your order and offer you [%] discount on your invoice.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]