**RE: APOLOGY FOR LATE DELIVERY OF [PRODUCT]**

Dear [CONTACT NAME],

We are sorry to inform you that we are unable to make delivery of [PRODUCT], in reference to your tender request dated [DATE].

Please see below for why tender is not able to be granted.

[EXPLANATION]

Based on the information we have at the moment, we should be able to deliver [PRODUCT] within [NUMBER] days of the original delivery date. Delivery can be on [DATE]. We only hope that you can hold off until that time.

We are letting you know of this delay, as soon as we heard, so you had time to make alternate arrangements, if necessary. We can, however, assure you, that if your order remains in force, we will deliver it to you immediately after we have received the merchandise.

Although we recognise that the time under this agreement has expired, we ask you to consider extending the time to [DATE], so that [SPECIFY] conforms to our agreement.

We apologise that this has occurred and appreciate your continued custom. In recognition as one of our best clients, we would like to offer you a special discount of [%] on [PRODUCT AND QUANTITY] if you place an order before [DATE].

Please accept our apology for this delay.

Please do not hesitate to contact us if you have any further questions.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]

