[Name],

It has come to our attention that the [type of email] emails we have been sending to you recently may not have arrived in a timely fashion.

Our database had a problem, but we've fixed it so you'll continue to receive information about our latest sales and discounts. We'll also take measures to prevent a repeat of this.

If you've missed out on any of our recent promotions, please accept our sincere apologies. To make up for it, we'd like to offer you [details of your offer].

In appreciation of your comprehension, thank you.

([YOUR SIGNATURE HERE])