

Ladies and gentlemen,

Thank you all for being here today. I wanted to take a moment to address an issue that I know has been concerning many of you: the delayed delivery of your recent orders.

First and foremost, I want to sincerely apologize for any inconvenience this may have caused. We deeply understand that timely delivery is crucial, and we regret falling short of your expectations.

The delay was due to [brief explanation of the reason, e.g., unforeseen circumstances such as supply chain disruptions]. Please know that we are actively working to resolve these issues. Our team has implemented new measures to ensure this situation is addressed and does not occur again in the future.

We value your patience and trust, and we are committed to making things right. To that end, we are offering [mention any compensation, like discount, free shipping on next purchase, etc.]. We hope this small gesture shows our commitment to serving you better.

Once again, we apologize for the delay and thank you for your understanding and continued support. We are here to assist you with any further questions or concerns you may have.

Thank you.