

[Your Name]  
[Your Position]  
[Your Company]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]  
[Recipient Name]  
[Recipient Position]  
[Recipient Company]  
[Recipient Address]  
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well.

I am writing to sincerely apologize for [briefly explain the issue or incident]. This situation has caused [explain the impact on their business or relationship], and I deeply regret any inconvenience this may have caused you and your team.

At [Your Company], we value our relationship with [Recipient Company] and understand the importance of maintaining trust and openness in our business dealings. Please be assured that we are taking this matter very seriously and are implementing measures to ensure it does not happen again in the future.

As a gesture of goodwill, I would like to offer [any compensation or solution you are proposing]. We appreciate your understanding and hope to continue our successful partnership moving forward.

Thank you for your attention to this matter, and please feel free to reach out if you would like to discuss this further.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company]