

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

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the HVAC service scheduled for your property on [original service date]. We understand how important a functioning HVAC system is, especially during [mention any relevant season or circumstance], and we regret any inconvenience this may have caused you. The delay was due to [briefly explain reason for delay, e.g., unforeseen circumstances, high demand, staffing issues], which we are actively working to resolve. We are committed to providing you with the highest level of service and are taking measures to ensure this does not happen in the future.

We appreciate your understanding and patience during this time. To make up for the inconvenience, we would like to offer you [mention any compensation, e.g., a discount, priority scheduling, etc.].

Our team is currently working on rescheduling your appointment for [provide new service date if possible], and we will keep you updated on the status.

Thank you for your understanding. If you have any questions or concerns, please do not hesitate to reach out to me directly at [your phone number] or [your email address].

Warm regards,

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