

A LETTER OF APOLOGY (Лист-вибачення)

Dear Mr Gray,

Thank you for your e-mail informing us of the delay with your order no. 1278.

According to our records, we received your order for 200 tabs on 23 June. As you know, such orders are usually processed within 5 working days. Unfortunately, because of unexpected computer problem, your order was not processed until this morning.

The tabs were sent out this afternoon and they should arrive by the end of the week.

We can fully understand your disappointment and apologize for the delay and any inconvenience it may have caused you.

As we value your business and hope to keep you as a long-term customer, we will not charge you for the delivery on this order. Please find attached the new invoice. We hope this meets with your approval.

Thank you for your understanding.

Yours sincerely,

Jim Hoke
Sales Manager

Useful phrases	Корисні фрази
a delay	затримка
an order	замовлення
according to our records	згідно наших документів
to process	обробляти
a working day	робочий день
unfortunately	на жаль
unexpected	неочікуваний
disappointment	розчарування
to apologize	вибачатися
inconvenience	незручність
to cause	спричиняти
to value	цінувати
long-term	довгостроковий
to charge	назначати ціну
a delivery	доставка
an invoice	рахунок-фактура
an approval	схвалення
yours sincerely	Щиро Ваш, Ваша; з повагою