



Address of the Sender

Email Address of the Sender

Date

Name of Receiver

Address of the Receiver

Subject: Thank You for Your Understanding

Dear _____ (Name of the Recipient)

With this letter, we regret and apologize for the delay in the delivery of your order number XXXX Dated XXXX. Due to certain Covid-19 lockdown restrictions in your area, our delivery agent was unable to deliver your order to your address.

We want to thank you for understanding the situation. We will make sure that your parcel gets delivered to you in a safe condition once the lockdown restrictions are eased.

Thank you once again for understanding our condition and supporting us. We are grateful to have customers like you. Once again, apologies for the delay in delivery.

Sincerely,

(Signature)

Sender's Full Name