[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: EXPLANATION FOR DELAY OF PARTIAL SHIPMENT**

Dear [CONTACT NAME],

After some investigation, I believe that we have found the source of the problem that led us to our misunderstanding on [DATE].  
  
When we received your purchase order [NUMBER] for [QUANTITY] of [PRODUCT], we were unable to fill the order for immediate delivery due to [EXPLANATION FOR DELAY IN DELIVERY]. Our letter informing you of this delay and requesting your instructions was mailed to you on [DATE]. We did not receive a reply and proceeded to send a follow-up letter to you on [DATE].  
  
We have been able to make delivery to you since the [DATE] but felt that since you had emphasised "for immediate delivery" on your purchase order, we should wait for your authorisation before shipping.  
  
I can easily understand why you were so upset with us [DAY] if no one made you aware of our correspondence. We have always appreciated having you as a customer and hope that we can continue to provide you with our products in the future.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]