**Date:**

**Re. Apology for Hindrance in the Smooth Delivery of Laundry Services**

Dear Mr. /Ms. [Name],

With reference to the mentioned subject, this letter seeks your apology for the inconvenience caused by the issue in the delivery of laundry services on our end. We are sincerely ashamed and concerned about the problem and the frustration it has caused.

We have been providing laundry service to many other businesses and individual clients but such a thing has never happened. We have been investigating the issues since the day you reported it to our customer care. One of our representatives has been assigned the task of looking into the problem. A show-cause letter has been sent to our sales department and they will submit a cause for the delay and hindrance in the delivery of laundry services soon which will be shared with you soon.

We sincerely want you to open up and let us know how we can regain your trust. We respect the business we have been doing with you and never want to lose our valued clients. We are looking into ways by which we can improve our delivery service and make this problem an end to all problems for the future. We want your suggestions on how we can improve our quality of service and what you expect from us.

We would do as much compensation as we could to come up to your expectations and to minimize the frustration caused to you. We hope you will keep working with us at the same pace. We would love to hear from you as soon as possible.

Thank you for choosing [Name of the laundry service].

Regards,

[Laundry Service Name]  
[Authorized Signature]