

From: Emi Sakai
To: Jen Roberts
Subject: Apology for late delivery

Dear Jen,

It has come to my attention that your order for laser printers was delivered four days later than promised. We sincerely apologize for not being able to deliver the items on schedule.

The delay was caused by an unexpected shipment delay from our assembly plant, which was affected by the recent typhoon. While we are doing everything possible to ensure this doesn't happen again, your understanding of our situation would be greatly appreciated.

Again, please accept our apologies for any inconvenience this may have caused you. Please let me know if you have any concerns you wish me to address. We look forward to serving you again.

Sincerely,

Emi Sakai
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