DATE

**Subject: Apology Letter for Breach of Agreement Signed on [Date], Contract No. [##]**

Dear [Manager],

I am [Name], the [designation], from the [Name of the department]. With reference to contract no. [#], I am regretful to say that the Company could not dispatch the ordered products on time. According to the agreement, it was promised that the products would be delivered to you before the deadline, but unfortunately, our team could not deliver the products even after five days from the deadline.

I apologize for the delay, as it was caused by unavoidable circumstances created by the Federal Taxation Documents and PADs submission. Due to diverted focus and the high priority of the task, we had to submit the said documents before [date]. Moreover, three of our team members went to [Name of the country] for essential IT training conducted by the Federal Government's Employees' Annual Training Program (EATP).

I am sorry for the breach of the signed agreement; however, I have instructed my team to dispatch the ordered items as soon as possible. The products are expected to be delivered to you before [date].

I am sure that you would like the quality of the products. I will be grateful if you show more patience by waiting for the next date. Please accept my deepest apologies for the unpleasant incident and the inconvenience caused to you. Thank you.

Truly.