

# Apology Letter for Delay/late in Payment

To,  
Shame Anderson  
Ocean Town

Sub: Apology for delay in payment

Dear Shame,

We have received your application for refund of your mobile and we have already scheduled a visit to your house for collecting back the mobile handset. According to the policy your refund was to be credited to your bank account in two working days but it is yet not credited. We apologize for delay in payment It is because of slow server system.

However we will credit your refund in two working days and we assure you professional services ahead.

Thanks,

Mike Macgill  
Romazin Online products Private limited

