

Dear [Client Name]

I am very sorry for not getting the copy for your website project to you on time. Unfortunately, we experienced a delay due to some technical issues on our end, which we have since solved. The copy that you requested is attached to this email. However, I want to apologize for missing the deadline that we originally agreed upon.

To make sure this never happens again, we've updated our software and backed up our system so we don't lose the materials we've worked so hard to develop for you.

I realize that this issue may impact other areas of your project and your eventual launch date, and apologize for any inconvenience this delay may have caused you. Please let me know if you have any questions or if there's anything else you need in relation to this project.

Sincerely,  
[Name}  
[Title]