**A close-up of a logo

Description automatically generated10 Example Ways to Say “Sorry for the Inconvenience”**

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| # | Example Alternatives For – “Sorry for the Inconvenience” |
| 1 | “I’m sorry that you’ve had to cope with [INSERT PROBLEM].” |
| 2 | “I’m sorry. I hate to think that you won’t be able to [INSERT PROBLEM’S CONSEQUENCE].” |
| 3 | “I’m sorry that our failure to [INSERT FAILURE] has left you in this position.” |
| 4 | “I’m sorry that our mistake had such a negative impact on you and your [family, plans, job etc.].” |
| 5 | “I’m sorry that we’ve caused you to feel [INSERT EXPRESSED EMOTION]. It can’t have been easy for you.” |
| 6 | ”I’m sorry. As a loyal customer, you deserved a lot better from us and we let you down by [INSERT FAILURE].” |
| 7 | ”I’m sorry to hear that [INSERT PROBLEM]. I know that you’re anxious to find a solution.” |
| 8 | “I’m sorry. I can see your point that [INSERT GRIPE].” |
| 9 | “I’m sorry. You’re right. If I were in your position and a company [INSERT PROBLEM], I’d feel just as you do.” |
| 10 | “[INSERT RESOLUTION]. I know it is not the same as what you originally hoped for, but I hope it shows you how sorry we are.” |