

Dear Valued Customer,

We hope this message finds you well. We are writing to inform you about a delay in the shipment of your recent order with us.

Due to unforeseen circumstances, your shipment scheduled for delivery on **[Original Delivery Date]** has been delayed. We understand how important it is for you to receive your order on time, and we sincerely apologize for any inconvenience this may cause you.

We are actively working to resolve the issue and anticipate that your order will be shipped by **[New Estimated Delivery Date]**. We will keep you updated on the status of your shipment.

As a token of our appreciation for your patience and understanding, we would like to offer you a discount of **[Discount Amount]** on your next purchase with us. Please use the code **[Discount Code]** at checkout.

If you have any questions or concerns, feel free to reach out to our customer service team at **[Customer Service Contact Information]**.

Thank you for your understanding and support.

Best regards,

[Your Company Name]

[Your Company Contact Information]