

# Subject: Apology for Shipment Setback

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent setback concerning our shipment scheduled for [original shipment date]. We understand the importance of timely deliveries in our business operations, and we regret any inconvenience this may have caused you and your team.

The delay was due to [briefly explain reason for delay, e.g., unforeseen circumstances, supplier issues], which was beyond our control. We are currently working diligently to resolve the situation and expect the shipment to be dispatched by [new expected shipment date].

Please be assured that we are taking all necessary steps to prevent such occurrences in the future. We value our partnership and are committed to maintaining the high standards of service that you expect from us.

If you have any questions or require further assistance, please do not hesitate to reach out to me directly at [your contact information]. Thank you for your understanding and patience during this time.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]