

Subject: Important Update Regarding Your Order

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about an unexpected delay in the delivery of your order #[Order Number], originally scheduled to arrive on [Original Delivery Date].

Unfortunately, due to [brief explanation of the cause of the delay], we are unable to fulfill your order on time. We sincerely apologize for any inconvenience this may cause and assure you that we are doing everything possible to expedite the delivery process.

We expect your order to be shipped by [New Estimated Delivery Date]. We will provide you with updates as we have more information.

Thank you for your understanding and patience during this time. If you have any questions or need further assistance, please do not hesitate to reach out to our customer service team at [Customer Service Contact Information].

We appreciate your business and are committed to ensuring your satisfaction.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]