

# Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the delivery of your order, [Order Number]. We understand that you were expecting to receive it by [Expected Delivery Date], and we are truly sorry for any inconvenience this may have caused.

Due to [brief explanation of the reason for the delay], we have experienced unforeseen circumstances that have affected our delivery schedule. Please know that we are actively working to resolve this issue and are doing everything possible to ensure your order is delivered to you as soon as possible.

Your satisfaction is our top priority, and we deeply regret any frustration this situation may have caused. We appreciate your patience and understanding during this time.

As a token of our apology, we would like to offer you [mention any compensation, if applicable]. We hope this gesture can help in alleviating some of the inconvenience caused.

Thank you for your understanding and support. If you have any further questions or concerns, please do not hesitate to reach out to me directly at [Your Contact Information].

Sincerely,

[Your Name]  
[Your Position]  
[Your Company]