

**Dear [Customer's Name],**

We hope this message finds you well. We are writing to inform you of an unexpected delay in the delivery of your order #[Order Number].

We sincerely apologize for any inconvenience this may have caused. Due to [brief reason for the delay], we are unable to fulfill your order as scheduled.

We are actively working to resolve this issue and anticipate that your order will be delivered by [new estimated delivery date]. If there are any further updates, we will keep you informed.

Your satisfaction is our priority, and we appreciate your understanding and patience during this time. As a token of our apology, we would like to offer you [mention any compensation, if applicable].

Thank you for your continued support.

Best regards,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]