

Dear [Customer's Name],

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

We sincerely apologize for this unforeseen delay and any inconvenience it may cause. Please be assured that we are actively working to resolve the issue and expedite the shipping process.

Your satisfaction is our top priority, and we appreciate your patience and understanding during this time. We expect to have your order delivered to you by [New Estimated Delivery Date].

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

Thank you for your understanding.

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