

Subject: Apology for Delivery Delay

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], which was scheduled for delivery on [Original Delivery Date].

We sincerely apologize for this inconvenience and understand the frustration it may cause. Due to [brief explanation of the reason for the delay, e.g., supply chain issues, unforeseen circumstances], we are unable to fulfill your order as planned.

We are actively working to resolve this matter and will provide you with an updated delivery date as soon as possible. In the meantime, we appreciate your patience and understanding during this time.

As a token of our apology, we would like to offer you [compensation, e.g., a discount, free shipping on your next order].

If you have any questions or need further assistance, please do not hesitate to reach out to us at [contact information].

Thank you for your understanding.

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