

# Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you that your order #[Order Number], which was scheduled for delivery on [Original Delivery Date], has been delayed. We sincerely apologize for any inconvenience this may cause you.

We understand how important it is for you to receive your order on time, and we are actively working to resolve the issue. We anticipate that your order will be dispatched by [New Estimated Delivery Date].

As a token of our appreciation for your patience and understanding, we would like to offer you a [Discount/Offer] on your next purchase. Please use the code [Code] at checkout.

Thank you for your understanding and support during this time. Should you have any questions or require further assistance, please do not hesitate to contact our customer service team.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]