

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about an unexpected delay in the shipment of your recent order with us, order number [Order Number].

We understand how important it is for you to receive your order on time, and we sincerely apologize for any inconvenience this may cause. The delay is due to [brief explanation of the reason for the delay, e.g., supply chain issues, increased demand, etc.].

We are actively working with our logistics partners to expedite the process and we anticipate that your order will be shipped by [expected shipping date].

Please rest assured that we are doing everything possible to resolve this issue promptly. As a token of our appreciation for your understanding and patience, we would like to offer you [compensation, if applicable].

If you have any further questions or concerns, please do not hesitate to reach out to us at [contact email or phone number]. We are here to help you.

Thank you for your understanding and support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]