

Dear [Customer's Name],

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

Unfortunately, due to [reason for delay, e.g., unexpected demand, supply chain issues], your order is taking longer than anticipated to process. We understand how important this order is to you and sincerely apologize for any inconvenience this may cause.

We are actively working to resolve the issue and expect to have your order shipped by [new expected shipping date]. We appreciate your patience and understanding during this time.

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

Thank you for your understanding.

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