

Dear [Customer's Name],

I hope this message finds you well.

We are writing to inform you that the product you ordered, [Product Name], is currently backordered. We sincerely apologize for the delay and any inconvenience this may cause you.

Due to [reason for backorder], we are experiencing an unexpected delay in fulfilling your order. We are working diligently with our suppliers to resolve this issue and expect to have your item shipped by [Expected Shipping Date].

Your satisfaction is very important to us and we appreciate your patience during this time. As a token of our apology, we would like to offer you [Discount or Gift] on your next purchase.

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

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]