

Subject: Our Sincere Apologies for Your Delayed Shipment

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the shipment of your recent order #[Order Number] placed on [Order Date].

At [Company Name], we strive to provide timely delivery of our services, and we understand that delays can be frustrating. Unfortunately, due to [brief explanation of the cause of the delay, e.g., supply chain issues, unexpected demand], your shipment has been impacted.

We are currently doing everything possible to expedite your order, and we anticipate it will be shipped by [New Estimated Shipping Date]. As a token of our appreciation for your understanding, we would like to offer you [mention any compensation, e.g., discount, free month of service].

Thank you for your patience and understanding. If you have any further questions or concerns, please do not hesitate to reach out to our customer support team at [Customer Support Contact Information].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]