

**Dear [Customer's Name],**

We hope this message finds you well.

We want to inform you that due to unforeseen circumstances, there will be a delay in the production of your order #[Order Number]. We understand the importance of this order to you and sincerely apologize for any inconvenience this may cause.

We are actively working to resolve the issues and anticipate that your order will be shipped by [New Shipping Date]. We truly appreciate your patience and understanding during this time.

If you have any questions or need further assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and support.

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