

Freight Service Delay Notification

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you that there has been an unexpected delay in the freight service scheduled for your shipment [Shipment Reference Number]. We understand the importance of timely deliveries and are actively working to resolve the situation.

The delay is due to [brief explanation of the cause of the delay, e.g., weather conditions, logistical issues, etc.]. We anticipate that your shipment will be delivered by [new expected delivery date].

We apologize for any inconvenience this may cause and appreciate your understanding and patience during this time. Our customer support team is here to assist you with any questions or concerns you may have regarding your shipment.

Contact Customer Support

You can reach our customer support team at:

- Phone: [Customer Support Phone Number]
- Email: [Customer Support Email Address]
- Live Chat: [Link to Live Chat]

Thank you for your continued trust in us. We value your business and are committed to resolving this matter swiftly.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]