

# Dear [Key Account Name],

We hope this message finds you well. We are writing to inform you of an unexpected delay in the delivery of your recent order due to [brief reason for the delay]. We understand the importance of timely delivery and deeply regret any inconvenience this may cause.

Please know that we are actively working to resolve this issue and are doing everything possible to expedite the process. We anticipate that your order will be delivered by [new estimated delivery date].

Your business is very important to us, and we appreciate your understanding and patience during this time. To express our apologies, we would like to offer [mention any compensation, if applicable, e.g., discount, free shipping on the next order].

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

Thank you for your continued partnership.

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