

Dear [Customer's Name],

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

Unfortunately, we experienced an unexpected delay with our supplier, which has impacted our ability to fulfill your order on time. We understand how important it is for you to receive your items promptly, and we are truly sorry for any inconvenience this may have caused.

We are actively working with our supplier to resolve this issue and ensure that your order is shipped as soon as possible. We expect to have your order dispatched by [New Estimated Dispatch Date].

As a token of our appreciation for your patience and understanding, we would like to offer you a [Discount/Promo Code] on your next purchase.

Thank you for your understanding, and we appreciate your continued support. If you have any further questions or concerns, please feel free to reach out to our customer service team at [Customer Service Email] or [Customer Service Phone Number].

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