

Freight Shipping Delay Resolution

Date: [Insert Date]

To: [Recipient Name]

[Recipient Address]

Dear [Recipient Name],

We hope this message finds you well. We are writing to inform you about the recent delay in your freight shipment scheduled for delivery on [insert original delivery date]. Due to [brief explanation of the reason for the delay, e.g., unforeseen circumstances, weather conditions, etc.], we regret to inform you that your shipment is currently on hold.

We understand the impact this may have on your operations and deeply apologize for any inconvenience caused. We are actively working with our logistics partners to expedite the resolution of this situation and we expect to have your shipment dispatched by [insert new estimated delivery date].

As part of our commitment to customer service, we are taking the following steps to ensure that this issue is addressed promptly:

- [Step 1: e.g., Tracking updates]
- [Step 2: e.g., Dedicated support contact]
- [Step 3: e.g., Compensation policy, if applicable]

Please rest assured that we value your business and are doing everything possible to resolve this matter swiftly. If you have any questions or require further assistance, do not hesitate to reach out to us at [insert contact information].

Thank you for your understanding and patience during this time.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]