

Customer Service Response

Dear [Customer's Name],

Thank you for reaching out to us regarding the delay in your recent order of medical supplies. We sincerely apologize for any inconvenience this may have caused and appreciate your understanding in this matter.

Due to [reason for delay, e.g., supply chain issues, increased demand], your order was unfortunately held up. We are currently working diligently to resolve this issue and expect to ship your order by [estimated shipping date].

If you have any further questions or require assistance, please do not hesitate to contact us at [customer service phone number] or [customer service email].

Thank you for your patience and understanding.

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