

Apology for Shipment Delay

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of an unexpected delay in the shipment of your recent order, #[Order Number]. Unfortunately, due to stock issues, we are unable to fulfill your order on the originally promised date.

We understand how important it is for you to receive your items on time, and we sincerely apologize for any inconvenience this may cause. Please be assured that we are working diligently to resolve this issue and anticipate that your order will be shipped by [New Shipment Date].

As a token of our appreciation for your understanding, we would like to offer you [discount/credit offer] on your next purchase.

Thank you for your patience and understanding during this matter. If you have any further questions, please do not hesitate to contact our customer service team at [Customer Service Email] or [Customer Service Phone Number].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]