

# Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about an unexpected delay in the shipment of your recent order #[Order Number] placed on [Order Date].

Unfortunately, due to unforeseen out-of-stock conditions for some of the items in your order, we are unable to fulfill your shipment as scheduled. We are actively working with our suppliers to restock these items and anticipate that we will be able to ship your order by [New Estimated Ship Date].

We sincerely apologize for any inconvenience this may cause and appreciate your understanding and patience during this time. We are committed to providing you with the best possible service and will keep you updated regarding the status of your order.

If you have any questions or need further assistance, please do not hesitate to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]