

# Dear [Customer's Name],

We hope this message finds you well. We would like to take a moment to express our sincere apologies for the delay in the shipping of your order, #[Order Number].

Due to [briefly explain reason for delay, e.g., unexpected demand, supply chain issues], your order has been impacted. We understand how important it is for you to receive your items on time, and we are doing everything possible to expedite the process.

As of now, we anticipate that your order will be shipped by [provide estimated shipping date]. You will receive a notification with the tracking information as soon as it is dispatched.

Thank you for your patience and understanding during this time. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [contact information].

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