

Dear [Customer's Name],

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

Due to [specific reason for delay, e.g., supply chain disruptions, increased demand, etc.], we are experiencing a delay in processing and shipping your order. We understand how important it is for you to receive your items on time, and we sincerely apologize for any inconvenience this may have caused.

We are actively working to resolve this issue and expect to ship your order by [new estimated shipping date]. Once your order has shipped, you will receive a confirmation email with tracking information.

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

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