

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the missed delivery of your order #[Order Number] that was scheduled for [Delivery Date].

We understand the importance of timely delivery, and we regret any inconvenience this may have caused you. Due to [brief explanation of the reason for the missed delivery], we were unable to fulfill your order on the expected date.

As a gesture of our apology, we would like to offer you [mention any compensation, e.g., a discount, free shipping on your next order, etc.]. We are committed to providing excellent service and ensuring that you receive your order as soon as possible.

Your new estimated delivery date is [New Delivery Date]. Please rest assured that we are taking all necessary measures to prevent this from happening in the future.

Thank you for your understanding and patience in this matter. If you have any questions or need further assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

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