

# Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the unsuccessful delivery of your order, which was scheduled for [Date of Delivery].

Unfortunately, due to [brief explanation of the reason for the failed delivery, e.g., unforeseen circumstances, supply chain issues], we were unable to fulfill your order as promised. We understand how important this delivery is to you and we sincerely regret any inconvenience this may have caused.

Please be assured that we are taking immediate steps to rectify this situation. We are working diligently to ensure that your order is delivered to you as soon as possible. You can expect an update from us by [date or timeframe for resolution].

Thank you for your understanding and patience in this matter. Should you have any further questions or concerns, please do not hesitate to reach out to us at [contact information].

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