

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the shipment of your order #[Order Number], which was scheduled to arrive on [Original Delivery Date].

We encountered unexpected challenges that led to this unfortunate delay. We understand how important it is for you to receive your order on time, and we are truly sorry for any inconvenience this may have caused you.

Please rest assured that we are working diligently to resolve the situation and your order is now scheduled to ship by [New Shipping Date]. We appreciate your patience and understanding as we navigate this issue.

As a token of our regret, we would like to offer you [Compensation Offer, e.g., a discount, free shipping on your next order]. We value your trust and loyalty and want to ensure you are satisfied with our service moving forward.

Thank you for your understanding. If you have any questions or require further assistance, please do not hesitate to contact us at [Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]