

Delivery Explanation Letter

Date: [Insert Date]

To: [Recipient's Name]

Address: [Recipient's Address]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to address the recent issues regarding the delivery of your order, [Insert Order Number]. We sincerely apologize for the inconvenience caused by the delayed delivery and any disruption it may have caused to your plans.

Unfortunately, unforeseen circumstances arose that were beyond our control, including [briefly explain the reasons, e.g., supply chain disruptions, adverse weather conditions]. We understand the importance of timely delivery and are truly sorry for not meeting your expectations in this instance.

We are actively working to rectify the situation and anticipate that your order will be delivered by [Insert New Estimated Delivery Date]. Additionally, we are taking steps to improve our logistics to prevent such occurrences in the future.

If you have any further questions or need assistance, please do not hesitate to reach out to our customer service team at [Insert Contact Information]. We value your business and appreciate your understanding in this matter.

Thank you for your patience.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]