

# Dear [Customer's Name],

We hope this message finds you well. We sincerely apologize for the inconvenience caused by the delay in your recent order, #[Order Number].

We understand how important it is for you to receive your items on time, and we take full responsibility for this oversight. Please rest assured that we are actively working to resolve this issue and expedite the delivery of your order.

Our team is committed to providing you with the highest level of service, and we are here to support you during this time. As a token of our apology, we would like to offer you [discount/gift/credit] on your next purchase.

Thank you for your patience and understanding. If you have any further questions or concerns, please do not hesitate to reach out to us.

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