

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to inform you of a temporary hold that has been placed on your recent order #[Order Number].

We sincerely apologize for any inconvenience this may have caused. This hold is due to [brief explanation of the reason, e.g., "unexpected inventory issues" or "verification of payment details"].

Please be assured that we are actively working to resolve this matter as quickly as possible. We value your business and appreciate your patience during this process.

If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Contact Information]. We are here to help.

Thank you for your understanding.

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