

# Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the delivery of your order #[Order Number].

We understand how important it is for you to receive your items on time and we deeply regret any inconvenience this may have caused you. The delay was due to [brief explanation of the reason, e.g., supply chain issues, unforeseen circumstances, etc.].

We are actively working to resolve this situation and expect your order to be shipped by [new estimated delivery date]. We appreciate your patience and understanding during this time.

As a token of our apology, we would like to offer you [mention any compensation, if applicable, e.g., discount, free shipping on your next order, etc.].

Thank you for your understanding, and we truly value your business.

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