

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent shortage in your delivery order placed on [Order Date]. We understand how important it is for you to receive your items on time, and we are truly sorry for any inconvenience this may have caused.

Unfortunately, due to [brief explanation of the reason, e.g., supply chain issues, unexpected demand], we were unable to fulfill your entire order as promised. We take full responsibility for this oversight and are currently working diligently to resolve the situation.

We are committed to correcting this matter and would like to offer you [mention any compensation or solutions, e.g., a discount, free shipping on your next order, etc.]. Your satisfaction is very important to us, and we appreciate your understanding and patience in this matter.

Please feel free to reach out to us at [Contact Information] if you have any further questions or concerns. Thank you for your understanding, and we look forward to serving you better in the future.

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