

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about a recent delay in the fulfillment of your order #[Order Number] placed on [Order Date].

We sincerely apologize for any inconvenience this may cause and appreciate your understanding as we work to ensure the highest quality in our products.

Your order is very important to us, and we are actively addressing the issue to expedite the shipping process. We expect to have it dispatched by [Expected Dispatch Date].

As a gesture of our appreciation for your patience, we would like to offer you [Discount/Coupon/Other Compensation].

Thank you for your understanding and support. Should you have any questions or require further assistance, please do not hesitate to contact us at [Contact Information].

Warm regards,
[Your Name]
[Your Position]
[Company Name]