

Dear [Recipient's Name],

I hope this message finds you well. I am writing to address the recent hold-up regarding the shipment of your order, [Order Number].

We sincerely apologize for any inconvenience this may have caused you. Due to [brief explanation of the reason for the delay], your shipment has been temporarily held up.

Please be assured that we are actively working to resolve this issue and expedite the shipping process. Your satisfaction is our priority, and we are committed to ensuring that your order reaches you as soon as possible.

Thank you for your understanding and patience during this time. Should you have any questions or concerns, please do not hesitate to reach out to us at [Contact Information].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]