

# Subject: Apology for Shipping Delay

Dear [Customer's Name],

I hope this message finds you well. I am writing to express our sincerest apologies for the delay in the shipment of your order #[Order Number].

We understand how important it is for our customers to receive their orders on time, and we are truly sorry for any inconvenience this may have caused you.

The delay was due to [brief explanation of the reason for the delay, e.g., supply chain issues, unexpected demand, etc.]. We are actively working to resolve this issue and ensure that your order is shipped as soon as possible.

As a gesture of goodwill, we would like to offer you [mention any compensation, if applicable, e.g., a discount, future coupon, etc.].

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

We appreciate your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]