

# Shipping Delay Update

Dear [Customer Name],

We are writing to inform you about an unexpected delay in the shipment of your order #[Order Number].

The delay is due to [reason for delay], and we are working diligently to resolve this issue.

We now expect your order to be shipped by [new estimated shipping date].

We sincerely apologize for any inconvenience this may cause and appreciate your understanding in this matter.

If you have any questions or need further assistance, please do not hesitate to contact us at [contact information].

Thank you for your patience.

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]