

Dear [Customer's Name],

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

Unfortunately, due to [brief explanation of the reason for the delay], we are unable to deliver your product by the originally scheduled date. We sincerely apologize for any inconvenience this may cause.

We anticipate that your order will be delivered by [New Estimated Delivery Date]. We are doing everything possible to expedite the process and ensure your product reaches you as soon as possible.

If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]