

# Order Shipment Setback Notification

Dear [Customer Name],

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

Unfortunately, due to [reason for the setback, e.g., supply chain issues, unforeseen circumstances], your order will be delayed. We understand how important it is for you to receive your items on time and we sincerely apologize for any inconvenience this may cause.

We are actively working to resolve the issue and expect your order to be shipped by [New Estimated Shipping Date]. We will keep you updated on the status of your shipment.

If you have any questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Contact Information].

Thank you for your understanding and patience during this time.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Company Contact Information]