

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you about an unexpected delay in the installation of your bulk service order with us, originally scheduled for [original installation date].

Due to [reason for delay], we regret to inform you that your installation has been postponed to [new installation date]. We understand that this may cause inconvenience, and we sincerely apologize for any disruption this may cause to your operations.

We value your business and appreciate your patience and understanding in this matter. Our team is committed to resolving the issue as quickly as possible, and we are doing everything we can to expedite the process.

Should you have any questions or require further assistance, please do not hesitate to reach out to us at [contact information].

Thank you for your understanding.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]