

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the installation of your service scheduled for [original installation date].

Due to [brief explanation of the reason for delay, e.g., unforeseen circumstances, high demand, etc.], we are unable to meet the original timeline. We understand that this may cause inconvenience, and we are truly sorry for any disruption this may cause to your plans.

We are actively working to resolve the issue and are committed to rescheduling your installation at the earliest possible date. We appreciate your patience and understanding during this time.

Our new installation date is scheduled for [new installation date]. We will keep you updated should any changes occur.

Please feel free to reach out to our customer service team at [customer service phone number] or [customer service email] if you have any questions or concerns.

Thank you for your understanding and support.

Sincerely,
[Your Company Name]
[Your Company Contact Information]