

Subject: Apology for Delay in Order Shipment

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the shipment of your recent order #[Order Number]. We understand how important it is for you to receive your items on time, and we are truly sorry for any inconvenience this may have caused.

The delay was due to [brief explanation of the reason for the delay, e.g., supply chain issues, increased demand, etc.]. We are actively working to resolve this situation and anticipate that your order will be shipped by [new estimated delivery date].

In recognition of the inconvenience you've experienced, we would like to offer you [a discount, free shipping on your next order, etc.], which you can redeem during your next purchase.

Thank you for your understanding and patience during this time. If you have any questions or need further assistance, please do not hesitate to reach out to our customer service team at [contact information].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]