

Dear [Recipient's Name],

We hope this message finds you well. We are writing to inform you about an unexpected delay in the shipment of your recent order, [Order Number].

Due to [brief explanation of the cause of the delay, e.g., supply chain disruptions, inclement weather, etc.], we are unable to deliver your order by the originally promised date. We understand the importance of this shipment to you and sincerely apologize for any inconvenience this may cause.

We are actively working to resolve the issue and anticipate that your order will be shipped by [New Estimated Delivery Date]. Please rest assured that we will keep you updated on the status of your shipment.

Thank you for your patience and understanding in this matter. If you have any questions or require further assistance, please do not hesitate to contact us at [Contact Information].

Sincerely,
[Your Name]
[Your Position]
[Company Name]