

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about the shipping status of your recent order with us, order number [Order Number].

While we strive to ensure timely delivery for all our customers, we regret to inform you that your order is experiencing a slight delay. This is due to [brief explanation of delay, e.g., unexpected demand, supply chain issues].

We understand how important it is for you to receive your items promptly and sincerely apologize for any inconvenience this may cause. Please rest assured that we are actively working to resolve this situation and expect your order to be shipped by [new estimated shipping date].

As a token of our appreciation for your patience, we would like to offer you [any compensation, e.g., a discount on your next purchase, free shipping on your next order].

Thank you for your understanding and support during this time. If you have any questions or need further assistance, please feel free to reach out to our customer service team at [contact information].

Warm regards,
[Your Name]
[Your Position]
[Company Name]