

Dear Valued Customer,

We hope this message finds you well. We would like to express our sincere apologies for the delay you experienced with your recent order.

Your feedback is crucial for us to improve our services. We kindly ask you to take a moment to share your thoughts regarding your experience with the delay.

Please include any specific details that may help us enhance our processes. Your input is greatly appreciated and will help us serve you better in the future.

Thank you for your understanding and support.

Best regards,
Your Company Name
Customer Service Team