

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you that your order #[Order Number], placed on [Order Date], is currently delayed and will not be dispatched on the expected date.

The estimated dispatch date has been pushed back to [New Dispatch Date]. This delay is due to [brief explanation of the reason for the delay, e.g., supply chain disruptions, high demand, etc.].

We sincerely apologize for any inconvenience this may cause and appreciate your understanding in this matter. We are working diligently to resolve the issue as quickly as possible.

As a token of our appreciation for your patience, we would like to offer you a [discount, refund, or another incentive] on your next purchase. Please use code [Promo Code] at checkout.

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

Thank you for your understanding.

Best regards,
[Your Name]
[Your Position]
[Company Name]
[Company Contact Information]