

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you that, unfortunately, your recent order #[Order Number] has encountered a delay in fulfillment.

We understand how important your order is to you, and we sincerely apologize for any inconvenience this may cause. The delay is due to [reason for delay], and we are actively working to resolve the matter as quickly as possible.

At this time, we anticipate that your order will be shipped by [new estimated shipping date]. We will keep you updated with any changes to this timeline.

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

Thank you for your understanding and patience.

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