

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about a delay regarding your recent order with us, Order Number: [Order Number].

Unfortunately, due to [brief explanation of the reason for the delay, e.g., supply chain issues, unexpected demand], we are unable to fulfill your order by the expected delivery date.

We understand the importance of timely delivery and are working diligently to resolve the situation. We anticipate that your order will be shipped by [new estimated delivery date].

We sincerely apologize for any inconvenience this may cause and appreciate your understanding and patience during this time. If you have any questions or concerns, please do not hesitate to contact our customer service team at [contact information].

Thank you for your continued support.

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