

# Dear [Customer's Name],

We hope this message finds you well. We are reaching out to inform you about an unexpected delay in the fulfillment of your recent order, #[Order Number], placed on [Order Date].

Due to [reason for the delay, e.g., supply chain issues, inventory shortages], your order will not be shipped on the originally promised date. We are actively working to resolve this issue and anticipate that your order will be shipped by [New Estimated Shipping Date].

We sincerely apologize for any inconvenience this may cause and appreciate your patience during this time. As a token of our appreciation for your understanding, we would like to offer you [discount, coupon, etc. if applicable].

We will keep you updated on the status of your order. If you have any questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]