

Apology for Delayed Replacement Shipment

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the shipment of your replacement product, which was due to [brief explanation of the reason for the delay].

We understand how important it is for you to receive your item promptly, and we are sorry for any inconvenience this may have caused. We are actively working to resolve this issue and expedite your shipment.

As of today, we expect your replacement product to be shipped by [new shipment date]. You will receive a tracking number as soon as the item is dispatched.

Thank you for your understanding and patience in this matter. If you have any further questions or concerns, please do not hesitate to reach out.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]