

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you about an unexpected delay in the installation of your requested service.

Due to [brief explanation of the reason for the delay, e.g., "supply chain issues," "technical difficulties," etc.], we are unable to complete the installation on the originally scheduled date of [original date].

We sincerely apologize for any inconvenience this may cause and are working diligently to resolve the issue as quickly as possible. We are currently rescheduling your installation and will contact you shortly with a new date and time.

Thank you for your understanding and patience during this time. If you have any questions or concerns, please do not hesitate to reach out to our customer service team at [customer service contact information].

Best regards,

[Your Company Name]

[Your Title]

[Contact Information]