

Subject: Resolution of Delayed Shipment Issue

Dear [Customer's Name],

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

We sincerely apologize for any inconvenience this delay may have caused. Due to [brief explanation of the cause, e.g., supply chain issues, unforeseen circumstances], your order has been impacted.

We are actively working to resolve this issue and anticipate that your order will be shipped by [New Estimated Shipping Date]. Once shipped, you will receive a confirmation email with tracking details.

As a token of our appreciation for your patience, we would like to offer you [compensation details, e.g., discount, free shipping on next 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 and support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]