

Subject: Issue with Custom Order Fulfillment

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about an issue regarding your recent custom order placed on [Order Date]. Unfortunately, we encountered an unexpected challenge during the fulfillment process.

Details of the Order:

- Order Number: [Order Number]
- Item Description: [Item Description]
- Expected Delivery Date: [Original Delivery Date]

We apologize for any inconvenience this may have caused and are actively working to resolve the issue. Our team will keep you updated on the progress and expected delivery timeline.

Your understanding is greatly appreciated. If you have any questions or require further assistance, please feel free to reach out to our customer service team at [Customer Service Contact Information].

Thank you for your patience.

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