

Custom Order Issue Notification

Dear [Customer Name],

We hope this message finds you well. We are writing to notify you of an issue that has arisen with your recent custom order (Order Number: [Order Number]).

Unfortunately, due to [briefly explain reason for the issue, e.g., supply chain delays, manufacturing errors, etc.], we are unable to proceed with your order as scheduled. We understand the importance of this order to you and sincerely apologize for any inconvenience this may cause.

To resolve this issue, we would like to offer you the following options:

- [Option 1: e.g., Cancel the order with a full refund]
- [Option 2: e.g., Modify the order to an alternative product]
- [Option 3: e.g., Wait for the original order to be fulfilled with an updated timeline]

Please let us know how you would like to proceed by [insert deadline for response]. If you have any questions or need further assistance, feel free to reach out to us at [contact information].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]