

# Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about an unexpected delay in the delivery of your recent furniture order, #[Order Number].

Due to [briefly explain reason for delay, e.g., "shipping issues" or "supply chain disruptions"], we regret to inform you that your delivery scheduled for [original delivery date] has been postponed.

We understand the importance of receiving your furniture on time and are doing everything possible to expedite the process. We anticipate that your order will be delivered by [new estimated delivery date].

We sincerely apologize for any inconvenience this may cause you. As a token of our appreciation for your understanding, we would like to offer you [mention any compensation, if applicable, e.g., "a discount on your next purchase"].

Should you have any questions or require further assistance, please do not hesitate to reach out to our customer service team at [Contact Information].

Thank you for your patience and understanding.

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