

# Subject: Apology for Shipment Postponement

Dear [Reseller's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the shipment of your recent order #[Order Number].

Due to [reason for the delay], we are unable to fulfill your order as scheduled. We understand the inconvenience this may cause and assure you that we are doing everything possible to expedite the process.

We expect to have your order shipped by [new estimated shipping date]. As a gesture of goodwill, we would like to offer you [compensation or discount if applicable].

We value your partnership and appreciate your understanding during this time. Please feel free to contact me directly at [Your Contact Information] if you have any questions or need further assistance.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]