

Dear Valued Customer,

We hope this message finds you well. We are writing to sincerely apologize for the delay in the delivery of your recent order with us.

Due to unexpected circumstances, including supply chain disruptions, your order has been delayed beyond our anticipated timeline. We understand how important it is for you to receive your products on time, and we deeply regret any inconvenience this may have caused.

We are actively working to resolve these issues and ensure that your order is shipped as soon as possible. We expect to have your order dispatched by **[Insert Date]**, and you will receive a tracking number as soon as it is on its way to you.

To thank you for your understanding and patience, we would like to offer you **[Insert Compensation, e.g., a discount, a gift card]** on your next purchase. Please use the code **[Insert Code]** at checkout.

Thank you for your continued support and understanding. If you have any questions or need further assistance, please do not hesitate to reach out to our customer support team.

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