

Dear [Customer Name],

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

Due to [reason for delay, e.g., supply chain issues, increased demand], your order will not arrive on the originally scheduled date of [Original Delivery Date]. We are working diligently to resolve this issue and estimate that your order will now be delivered by [New Estimated Delivery Date].

We understand how important it is for you to receive your order, and we sincerely apologize for any inconvenience this may cause. As a gesture of our appreciation for your patience, we would like to offer you [any compensation, e.g., discount, free shipping on your next order].

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Email] or [Customer Service Phone Number].

Thank you for your understanding and support.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]