

# Refund Initiation Due to Shipment Delay

**Date:** [Insert Date]

**To:** [Customer's Name]

**Address:** [Customer's Address]

**Order Number:** [Order Number]

Dear [Customer's Name],

We are writing to inform you about the situation regarding your recent order with us. Unfortunately, due to unforeseen circumstances, your shipment has been delayed beyond our initial expectations.

We understand how important it is for you to receive your order in a timely manner, and we sincerely apologize for any inconvenience this may have caused. As a result, we have initiated a full refund for your order.

The refund process may take a few business days to reflect in your account, depending on your bank's policies. We appreciate your understanding and patience during this time.

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

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]