

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of a delay regarding your recent order for replacement parts (Order Number: [Order Number]).

Unfortunately, due to [brief explanation of the reason for the delay], your order is taking longer than expected to process. We understand the importance of these parts to your operation and are working diligently to resolve the issue.

We anticipate that your order will be shipped by [new estimated shipping date]. We will keep you updated on the status of your order and notify you as soon as it has been dispatched.

We sincerely apologize for any inconvenience this may cause and appreciate your understanding and patience during this time.

If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Contact Information].

Thank you for your continued support.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Contact Information]