

# Dear [Customer's Name],

We hope this message finds you well. We are reaching out regarding the recent delay in the delivery of your order #[Order Number].

We sincerely apologize for any inconvenience this may have caused and understand how important it is for you to receive your items on time. At [Company Name], we strive to provide our customers with exceptional service and timely deliveries, and we regret that we fell short in your case.

Please be assured that we are actively working to resolve this issue. Our team is doing everything possible to expedite your delivery, and we expect it to arrive by [Expected Delivery Date].

As a token of our apology, we would like to offer you [Compensation Offer, e.g., discount, gift card, etc.]. We value your patience and understanding in this situation.

Thank you for your continued support. If you have any further questions, please do not hesitate to reach out to our customer service team at [Contact Information].

Warm regards,  
[Your Name]  
[Your Position]  
[Company Name]