

# Dear [Customer's Name],

We hope this message finds you well. We are reaching out to sincerely apologize for the delay in the delivery of your order #[Order Number].

We understand how important it is for you to receive your items on time, and we regret any inconvenience this may have caused. Unfortunately, due to [brief reason for delay, e.g., supply chain issues], your order has been delayed.

We are actively working to resolve this issue and have taken steps to ensure that your order is shipped as quickly as possible. We expect it to be delivered by [provide estimated delivery date].

As a token of our appreciation for your patience, we would like to offer you [mention any compensation, e.g., a discount or gift card] on your next purchase.

Thank you for your understanding and support. Please do not hesitate to reach out if you have any further questions or concerns.

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