

Dear [Recipient's Name],

We hope this message finds you well. We are writing to inform you about the recent update regarding your order, which was scheduled for delivery on [original delivery date].

We sincerely apologize for the missed delivery and any inconvenience this may have caused. Please rest assured that we are actively working to resolve this matter and ensure that your order reaches you as quickly as possible.

We expect your package to be delivered by [new estimated delivery date]. In the meantime, if you have any questions or need 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 and patience during this time.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Phone Number]

[Company Email]