

# Apology for Delivery Delay

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the unexpected 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 deeply regret any inconvenience this may have caused.

Unfortunately, [brief explanation of the cause of delay, e.g., supply chain issues, weather conditions, etc.]. We are doing everything we can to resolve the situation and to ensure that your order reaches you as quickly as possible.

As of today, we anticipate that your order will be delivered by [new estimated delivery date]. We appreciate your patience and understanding during this time.

To show our appreciation for your understanding, we would like to offer you [mention any compensation, if applicable, e.g., a discount, gift card, etc.].

Thank you for being a valued customer. Please do not hesitate to reach out to our customer service team at [contact information] if you have any further questions or concerns.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]