

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in fulfilling your recent order #[Order Number].

We understand how important it is for you to receive your order on time, and we regret any inconvenience this may have caused. Our team is currently working diligently to resolve the issue and ensure your order is shipped as soon as possible.

As a token of our appreciation for your patience and understanding, we would like to offer you [insert compensation, if applicable].

Thank you for your understanding and support. If you have any questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Email] or [Customer Service Phone Number].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]