

Apology for Shipment Delay

Dear [Customer's Name],

We sincerely apologize for the delay in the shipment of your order #[Order Number]. We understand how important it is for you to receive your items on time, and we are truly sorry for any inconvenience this may have caused.

The delay was due to [brief explanation of the reason for the delay, e.g., unexpected demand, supply chain issues], and we are actively working to resolve the situation. Your order is now scheduled to ship by [new estimated shipping date].

As a token of our appreciation for your patience and understanding, we would like to offer you [mention any compensation, e.g., a discount, free shipping on your next order].

Thank you for your understanding. If you have any questions or need further assistance, please do not hesitate to reach out to our customer service team at [customer service contact information].

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