

Order Delay Apology

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the delivery of your order #[Order Number], placed on [Order Date].

Due to [brief explanation of the reason for the delay, e.g., unexpected supply chain issues], we have encountered unforeseen circumstances that have impacted our delivery timeline.

We understand how important it is for you to receive your order on time, and we are working diligently to resolve the issue. We anticipate that your order will be shipped by [New Estimated Delivery Date].

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

Thank you for your understanding and support. We are committed to ensuring your satisfaction and look forward to serving you in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]