

# 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], which was due on [Original Delivery Date].

We understand how important it is for our customers to receive their orders on time, and we regret any inconvenience this delay may have caused you. Unfortunately, [brief explanation for the delay, e.g., unexpected demand, shipping issues].

We are actively working to resolve this issue and ensure that your order is shipped as quickly as possible. We expect your delivery to arrive by [New Delivery Date].

As a token of our apology, we would like to offer you [any compensation, e.g., discount, free shipping on your next order].

Thank you for your understanding and patience. If you have any questions or need further assistance, please do not hesitate to reach out to us at [Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]