Dear [Customer's Name],

We hope this message finds you well. We would like to assure you that your order, [Order Number], is being processed and will be delivered by the promised date of [Delivery Date].

We understand the importance of timely delivery and are committed to keeping you updated on the status of your order. Should you have any questions or require further assistance, please do not hesitate to reach out to us.

Thank you for choosing [Your Company Name]. We appreciate your business.

Sincerely,

[Your Name][Your Position][Your Company Name][Contact Information]