

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to inform you about an unexpected delay in the supply of your recent order, #[Order Number].

Due to [reason for delay], we are unable to meet the originally scheduled delivery date. We understand the importance of timely delivery and are working diligently to resolve this issue.

We anticipate that your order will be shipped by [new estimated delivery date]. We will keep you updated on its status, and you can always reach out to us at [contact information] for any inquiries.

We sincerely apologize for any inconvenience this may cause and appreciate your understanding and patience during this time.

Thank you for choosing [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]