

Dear Valued Customer,

We hope this message finds you well. We are writing to inform you of an unforeseen delay in our services that may have affected your experience with us.

We sincerely apologize for any inconvenience this may have caused. Our team is currently working diligently to resolve the issue and ensure that our services are restored to the high standards you expect.

As a token of our appreciation for your understanding, we would like to offer you a [discount/credit] on your next purchase.

Thank you for your patience during this time. Should you have any questions or concerns, please do not hesitate to reach out to our customer service team.

Warm regards,

[Your Company Name]

[Your Contact Information]