

Service Delay Explanation Letter

Date: [Insert Date]

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

[Recipient Name]
[Recipient Address]
[City, State, Zip Code]

Dear [Recipient Name],

I am writing to inform you about an unexpected delay in the delivery of your order, [Order Number], which was originally scheduled for delivery on [Original Delivery Date].

Due to [brief explanation of the reason for the delay, e.g., supply chain disruptions, unexpected demand, etc.], we are unable to fulfill your order as scheduled. We are actively working with our partners to resolve the issue and expect to have your order shipped by [New Expected Delivery Date].

We sincerely apologize for the inconvenience this may cause and appreciate your understanding during this challenging time. As a token of our appreciation for your patience, we would like to offer you [mention any compensation, if applicable, e.g., discount, free shipping on your next order, etc.].

If you have any questions or need further assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and continued support.

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]