

# Apology for Backordered Merchandise

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the delivery of your recent order #[Order Number].

Due to unexpected demand, the item(s) you ordered are currently backordered and will not be shipped until [Expected Delivery Date]. We understand that this may cause inconvenience and we are truly sorry for any frustration this may have caused you.

We value your business and are committed to providing you with the highest level of service. To make up for this delay, we would like to offer you [Compensation Offer, e.g., a discount on your next purchase, free shipping, etc.].

Thank you for your understanding and patience in this matter. If you have any questions or need assistance, please do not hesitate to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Phone Number]