

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the unavailability of [Product Name] that you recently ordered from us.

We understand how disappointing it can be to not receive a product you were looking forward to. Unfortunately, due to [brief explanation of the reason, e.g., supply chain issues, unexpected demand], we were unable to fulfill your order in a timely manner.

We value your trust and loyalty, and we are currently working diligently to resolve this issue. To make it right, we would like to offer you [compensation offer, e.g., a discount, a future credit, etc.], and we encourage you to check back with us on [date] for updates on the availability of [Product Name].

Thank you for your understanding and patience during this time. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [contact information].

Sincerely,
[Your Name]
[Your Position]
[Company Name]