

Dear [Customer's Name],

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

Unfortunately, [brief explanation of the reason for the delay, e.g., supply chain issues, high demand, etc.]. We understand how important it is for you to receive your order on time, and we are truly sorry for any inconvenience this may have caused.

As of today, we are actively working to expedite the processing of your order, and we expect it to be shipped by [expected shipping date].

To express our sincerest apologies, we would like to offer you [compensation offer, e.g., a discount, free shipping on your next order, etc.].

Thank you for your understanding and patience during this time. Should you have any questions or concerns, please do not hesitate to contact us at [contact information].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]