

Dear [Customer's Name],

We hope this message finds you well. We are writing to express our heartfelt regret regarding the delay in shipping your order #[Order Number].

We understand how important it is for you to receive your items on time, and we sincerely apologize for any inconvenience this may have caused.

Please know that we are taking this situation seriously and are doing everything we can to expedite the shipping process. Your satisfaction is our top priority, and we truly appreciate your understanding and patience during this time.

As a token of our apology, we would like to offer you a [discount/coupon/free shipping on your next order/etc.].

If you have any questions or need further assistance, please do not hesitate to reach out to us at [contact information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]