

Subject: Update on Your Recent Order

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you about a recent update regarding your order #[Order Number].

Unfortunately, there has been a setback in the delivery schedule due to [brief explanation of the issue, e.g., supply chain delays]. We understand how important this order is to you and sincerely apologize for any inconvenience this may cause.

Please rest assured that we are actively working to resolve this issue and are in close communication with our delivery partners. We anticipate that your order will be shipped by [new estimated delivery date].

Your satisfaction is our priority, and we appreciate your understanding in this matter. Should you have any questions or require further assistance, please do not hesitate to reach out to our customer service team at [contact information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]