

Important Update Regarding Your Shipment

Dear [Client's Name],

We hope this message finds you well. We are writing to inform you about an unforeseen shipping holdup that has affected your recent order with us, order number [Order Number].

Due to [brief explanation of the holdup, e.g., unexpected weather conditions, supply chain issues, etc.], your shipment is experiencing a delay. We are currently working diligently to resolve this situation and expect to dispatch your order by [expected dispatch date].

We understand how important it is for you to receive your order on time, and we sincerely apologize for any inconvenience this may cause. Rest assured, we are doing everything we can to expedite the process.

If you have any questions or need further assistance, please feel free to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and patience during this time.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Phone Number]

[Your Company Email]