

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

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

At [Your Company Name], we strive to provide our customers with the best possible service, and we regret any inconvenience this delay may cause.

The estimated delivery date has been pushed back to [New Estimated Delivery Date].

We understand that you may have questions or concerns regarding this situation. Please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Phone Number]

[Your Company Email Address]