

[Your Name]
[Your Position]
[Your Company]
[Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Customer's Name]
[Customer's Address]
[City, State, Zip Code]

Dear [Customer's Name],

I hope this message finds you well.

I am writing to inform you about an unexpected delay in the delivery of your order, [Order Number], which was originally scheduled for delivery on [Original Delivery Date]. Due to [brief explanation of the reason for the delay, e.g., supply chain issues, unexpected demand, etc.], we are unable to fulfill your order as planned.

We understand how important this order is to you and deeply apologize for any inconvenience this may cause. We are currently working diligently to resolve the issue and expect to ship your product by [New Estimated Delivery Date].

As a token of our appreciation for your patience, we would like to offer you [mention any compensation, if applicable].

Thank you for your understanding and support. If you have any questions or need further assistance, please do not hesitate to reach out to me directly.

Sincerely,

[Your Name]
[Your Position]
[Your Company]