

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the shipment of your order #[Order Number], which was originally scheduled for delivery on [Original Delivery Date].

We understand how important it is for you to receive your order on time, and we are truly sorry for any inconvenience this may have caused. The delay was due to [brief explanation of the cause of the delay, e.g., unforeseen circumstances, supply chain issues, etc.].

We are actively working to resolve the situation and expect to ship your order by [New Estimated Delivery Date]. As a token of our appreciation for your patience, we would like to offer you [details of any compensation, e.g., discount, refund, free shipping on your next order, etc.].

Thank you for your understanding and for being a valued customer. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Warm regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Phone Number]

[Your Company Email]