

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We hope this message finds you well.

We are writing to inform you about a delay in the shipment of your order [Order Number] placed on [Order Date]. Due to [brief explanation of the reason for the delay], we are unable to fulfill your order as initially scheduled.

We understand how important it is for you to receive your order on time, and we sincerely apologize for any inconvenience this may cause. We are actively working to resolve the situation and expect your order to be shipped by [New Estimated Shipping Date].

To make up for this delay, we would like to offer you [mention any compensation, if applicable, e.g., a discount, free shipping on your next order, etc.].

Thank you for your understanding and patience in this matter. If you have any questions or require further assistance, please feel free to contact us at [Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]