

[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] placed on [Order Date].

Due to [brief explanation of the reason for the delay, e.g., supply chain issues, weather conditions], your shipment scheduled for delivery on [original delivery date] will now be arriving later than anticipated.

We are currently working hard to resolve this situation and expect to have your order shipped by [new estimated shipping date]. We understand how important this order is to you and sincerely apologize for any inconvenience this may cause.

As a token of our appreciation for your patience, we would like to offer you [mention any compensation if applicable, e.g., a discount, free shipping on your next order].

Thank you for your understanding and for being a valued customer. If you have any questions or need further assistance, please do not hesitate to reach out to us 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]