

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, [Order Number/Description], placed on [Order Date]. We understand how important it is for our customers to receive their products on time and regret any inconvenience this delay may have caused you.

The delay was due to [briefly explain the reason, e.g., unforeseen supply chain interruptions], which impacted our ability to fulfill your order as scheduled. Please be assured that we are taking all necessary steps to resolve the issue and prevent similar occurrences in the future.

Your order is now scheduled to arrive on [New Delivery Date]. We are closely monitoring the shipment to ensure there are no further delays.

As a token of our appreciation for your patience and understanding, we would like to offer you [describe compensation, if any, e.g., a discount, free shipping, or a gift card]. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Contact Information].

We value your trust and are committed to providing you with the best possible service. Thank you for bringing this matter to our attention and giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Details]