

[Your Company Letterhead]

[Date]

[Customer Name]
[Customer Address]
[City, State ZIP Code]

Dear [Customer Name],

Subject: Notification of Order Delay and Compensation Arrangement

We hope this message finds you well. We are writing to inform you of an unexpected delay in the fulfillment of your recent order, **Order #**[Order Number], placed on [Order Date].

Unfortunately, due to [briefly explain the reason for delay, e.g., supply chain disruptions/unexpected high demand/logistical issues], your order is now expected to be delivered on or before **[New Delivery Date]** instead of the originally scheduled date.

We deeply apologize for any inconvenience this may cause. Please rest assured that our team is working diligently to expedite the process and ensure your order is delivered as quickly as possible.

As a gesture of our appreciation for your patience and understanding during this time, we would like to offer you the following compensation:

[e.g., a discount of X% on your current order, a coupon for your next purchase, complimentary shipping, etc.].

To redeem this offer, please use the following code/provide your order number to our customer service team: **[Compensation Code or Instructions]**.

If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Email/Phone Number]. We highly value your business and are committed to providing the best possible service.

Thank you for your understanding and continued support.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]