

[Your Company Letterhead]

Date: [Insert Date]

**To:**

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are reaching out regarding your recent order with [Company Name], order number [Order Number], placed on [Order Date]. We regret to inform you that, due to [briefly state reason: e.g., unforeseen supply chain issues], your shipment has been delayed.

We sincerely apologize for any inconvenience this delay may have caused and deeply appreciate your patience and understanding as we work to resolve this matter. Please rest assured we are making every effort to get your order to you as quickly as possible, and we expect it to be delivered by [new estimated delivery date].

As a token of our appreciation for your patience and as an apology for the delay, we would like to offer you [describe compensation: e.g., a 10% refund on your purchase, a \$20 gift card, free shipping on your next order, etc.]. We hope this gesture demonstrates our commitment to your satisfaction.

If you have any further questions or concerns, please do not hesitate to contact our customer service team at [Contact Information]. Thank you once again for choosing [Company Name]. We value your business and look forward to serving you in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]