

Date: [Insert Date]

Subject: Notification of Shipping Delay and Compensation Offer

Dear [Customer Name],

We sincerely appreciate your recent order with [Your Company Name]. We are writing to inform you that, due to unforeseen circumstances, the shipment of your order **[Order Number]** has been delayed. We deeply regret any inconvenience this may cause and want to assure you that we are working diligently to resolve the issue and expedite delivery.

The delay has resulted from [briefly state reason, e.g., "supply chain disruptions," "unexpected demand," or "logistical constraints"]. We understand how important this order is to you and sincerely apologize for not meeting the originally promised delivery date.

As a gesture of our commitment to customer satisfaction and to compensate for the inconvenience, we are offering you a monetary compensation of **[Insert Amount, e.g., "\$25"]**. This will be processed as [describe method: "a refund to your original payment method," "a discount on your current order," or "a gift card towards your next purchase"], and you can expect to receive it within [number of days, e.g., "3-5 business days"].

Your new estimated delivery date is **[New Delivery Date]**. We will keep you informed of any changes and provide regular updates as your order progresses.

Thank you for your understanding and continued trust in [Your Company Name]. Should you have any questions or further concerns, please don't hesitate to contact our customer support team at [Customer Service Email] or [Phone Number].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]