

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your recent order, and we understand the inconvenience that this may have caused you. At [Company Name], we value your time and trust, and we are truly sorry for not meeting your expectations on this occasion.

The delay was due to [briefly explain reason, e.g., unforeseen supply chain disruptions or high demand for our products], which impacted our usual shipping timelines. Please rest assured that your order is currently being prioritized and will be shipped as soon as possible. You can track the status of your order using the following link: [Order Tracking Link].

We are actively working to improve our processes and have implemented additional measures to help prevent similar delays in the future. Your patience and understanding mean a great deal to us, and we are appreciative of your continued support.

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Contact Information]. Thank you for giving us the opportunity to resolve this matter and serve you better.

Sincerely,  
[Your Name]  
[Your Title/Position]  
[Company Name]