

[Your Company Letterhead]

Date: [Insert Date]

[Customer's Name]

[Customer's Address]

[City, State ZIP Code]

Subject: Delay in Goods Delivery â€“ Order #[Order Number]

Dear [Customer's Name],

We are writing to inform you about an unexpected delay in the delivery of your order #[Order Number], originally scheduled for delivery on [Original Delivery Date]. Unfortunately, due to unforeseen supply chain disruptions, the goods you ordered are temporarily unavailable for shipment.

We understand how important this order is to you and sincerely apologize for any inconvenience or disruption this delay may cause to your operations. The delay has resulted from [briefly explain supply issues, e.g., â€œa shortage of essential raw materials from our primary supplierâ€ or â€œdelays in shipments reaching our warehouseâ€].

We are currently working closely with our suppliers and logistics partners to resolve this issue as quickly as possible. We anticipate that your order will now be delivered by [New Estimated Delivery Date]. We will keep you updated should there be any further developments.

As a gesture of goodwill and to thank you for your patience and understanding, we are offering [state any compensation/remedial steps, e.g., a discount, free shipping on your next order, or another offer].

Please rest assured that we are committed to delivering your goods and maintaining the high level of service you expect from us. If you have any questions or would like to discuss this further, please do not hesitate to contact us at [Contact Information] or reply to this email.

Thank you for your understanding and continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]