

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent purchase with us, order number [Order Number]. We understand how important timely delivery is to our valued customers, and we deeply regret any inconvenience this may have caused you.

The delay was due to [brief explanation of the reason, e.g., unforeseen supply chain issues, high demand, shipping delays], which were unfortunately beyond our immediate control. Please rest assured that we are actively working to resolve this issue and have implemented additional measures to prevent similar occurrences in the future.

As of now, we estimate your order will be delivered by [new estimated delivery date]. We truly value your patience and understanding during this time.

To express our regret, we would like to offer you [compensation if applicable, e.g., a discount, free shipping on your next order, etc.]. If you have any further questions or need assistance, please feel free to contact our customer service team at [contact information].

Again, we apologize for the inconvenience and thank you for your continued trust and support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]