

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your order, [Order Number/Details], which was originally scheduled to arrive on [Original Delivery Date]. We understand how important it is for our customers to receive their orders on time, and we regret any inconvenience this delay may have caused you.

The delay was due to [briefly explain cause of delay, e.g., unexpected supply chain disruptions/high demand/logistical issues]. We are taking every possible step to resolve the issue and have already [mention any actions taken, e.g., expedited shipping, increased production, sourcing from alternative suppliers].

We are committed to keeping you informed and will provide you with updates regarding your order's status. We now expect your delivery to reach you by [New Delivery Date]. As a gesture of goodwill and appreciation for your patience, we would like to offer [mention any compensation, e.g., a discount, free shipping on your next purchase, etc.], which will be automatically applied to your account.

Once again, we apologize for any inconvenience this delay may have caused. Thank you for your understanding and continued trust in [Your Company Name]. Should you have any further questions or need assistance, please contact us at [Contact Information].

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Details]