

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Order Number: [Insert Order Number]

Address: [Insert Customer Address]

Dear [Customer Name],

We sincerely appreciate your recent order with [Your Company Name]. We regret to inform you that the delivery of your order, originally scheduled for [Original Delivery Date], has been unavoidably delayed due to a natural disaster in our distribution area.

The recent [describe natural disaster, e.g., severe storm, flood, earthquake] has significantly disrupted our supply and transportation networks. As a result, many shipments, including yours, have been affected despite our best efforts to maintain our usual service standards.

We understand the inconvenience this delay may cause and want to assure you that our team is working tirelessly to resolve the situation. We are prioritizing your order and expect it to be delivered by [New Estimated Delivery Date]. You will receive regular updates regarding the status of your shipment until it arrives safely.

As a token of our appreciation for your patience and understanding, we are pleased to offer you [state compensation, e.g., a discount, free shipping on your next order, gift voucher]. Please find the details enclosed with this letter.

We highly value your business and trust. We remain committed to providing transparent updates and ensuring your satisfaction. Should you have any questions or require further assistance, please do not hesitate to contact our customer care team at [Contact Information].

Thank you again for your understanding during these challenging circumstances.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]