

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to inform you about an unexpected delay in the shipment of your recent order, [Order Number], originally scheduled for delivery on [Original Delivery Date].

Unfortunately, our primary supplier has encountered unforeseen production issues, which have temporarily disrupted the fulfillment of several orders, including yours. Please accept our sincerest apologies for any inconvenience this may cause. We understand the importance of timely delivery and deeply regret that we have not met your expectations on this occasion.

We are actively working with our supplier to expedite the shipping process and anticipate that your order will be delivered by [New Estimated Delivery Date]. We are committed to keeping you updated should there be any further changes.

As a gesture of our appreciation for your patience and to apologize for the inconvenience, we are pleased to offer you [describe compensation, e.g., a 10% refund, complimentary shipping, or a discount voucher for your next purchase]. This compensation will be processed automatically and no action is required on your part.

Maintaining your trust is extremely important to us. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]