

Date: [Insert Date]

Order Number: [Insert Order Number]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Address]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent online purchase with order number [Insert Order Number]. We understand how important it is for you to receive your items promptly, and we regret any inconvenience this delay may have caused.

The delay was due to [briefly explain reason, e.g., "unexpected supply chain disruptions" or "higher than anticipated demand"]. Please be assured that we are doing everything possible to expedite the shipping process and your order is now scheduled to be delivered by [insert new estimated delivery date].

To express our regret for this inconvenience, we are offering you [state any compensation, e.g., "a [10]% discount on your next purchase" or "free shipping on your current order"]. Please use the code [Insert Discount Code] during your next checkout.

You can track your order status at any time via [insert tracking link or instructions]. If you have any questions or need further assistance, please contact our customer support at [insert contact information].

Thank you for your patience and understanding. We value your trust and are committed to providing you with reliable service and timely communication in the future.

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