

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in the delivery of your order, [Order Number/Description], originally scheduled for [Original Delivery Date].

Unfortunately, due to unforeseen issues with our supplier, we are unable to fulfill your order on the expected date. We understand how important receiving your order on time is, and we deeply regret any inconvenience this may have caused.

Please be assured that we are working diligently with our supplier to resolve this matter as quickly as possible. We are closely monitoring the situation and expect your order to be shipped by [Expected New Delivery Date]. We will keep you updated should there be any further changes.

At [Your Company Name], we value your business and are committed to providing you with the best possible service. We appreciate your patience and understanding, and as a gesture of goodwill, we would like to offer you [compensation, if applicable, e.g., a discount, free shipping, etc.].

If you have any questions or need further assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and continued trust in us.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Details]