

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in your express delivery caused by unexpected **technical issues**. We understand the inconvenience this has caused and are actively working to resolve the problem to ensure your package arrives as soon as possible.

Please be assured that our team is making every effort to expedite the process and minimize any further delay. Your satisfaction is very important to us, and we are committed to maintaining the highest level of service despite this temporary setback.

We truly value your patience and trust. If you have any further questions or require assistance, please do not hesitate to contact our customer support team at [Contact Information].

Thank you for choosing [Your Company Name]. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]